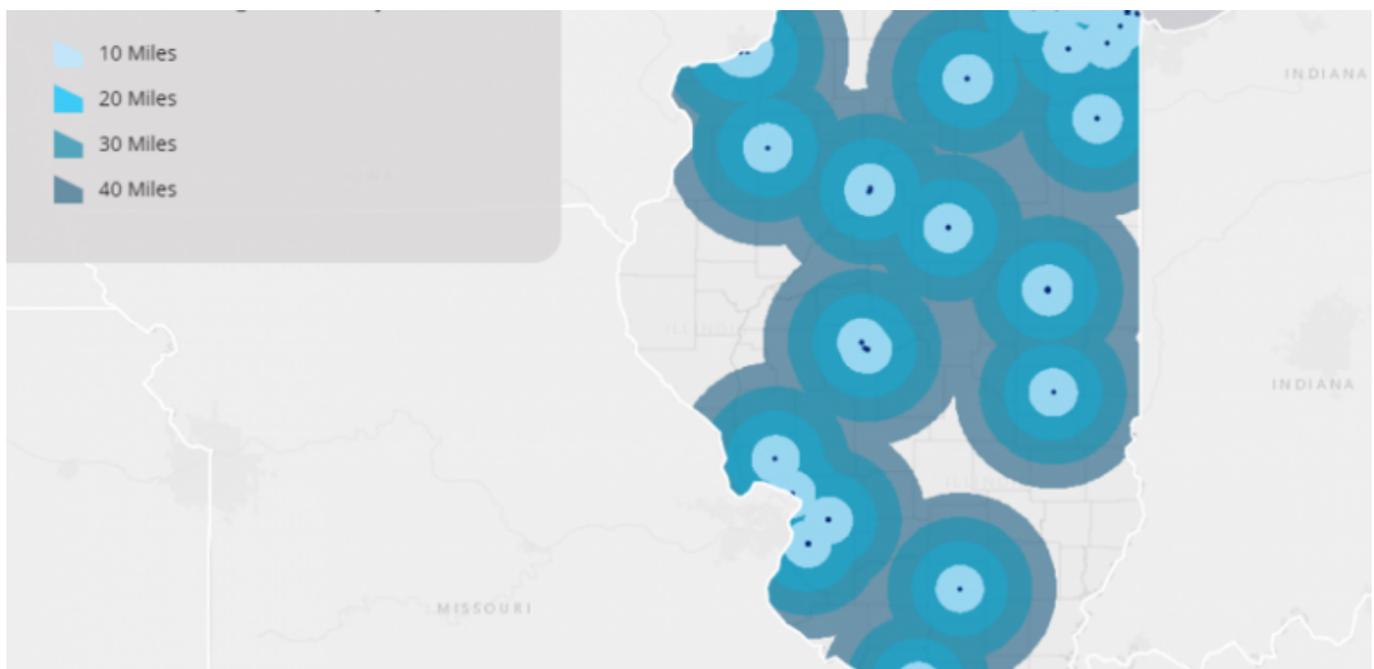


Presentation: Know Your Users - The Importance of User Experience in Court Planning and Operations (Court Technology Conference 2017)



The Illinois Supreme Court and SRLN created a mapping application to assess the court user's experience in Illinois. "User experience and thinking about our users helps increase efficiencies, helps us know what we don't know, and helps us better plan for future responding to the needs of our actual users," states Danielle Hirsch, Assistant Director of the Civil Justice Division of Administrative Office of the Illinois Courts. SRLN is proud to be able to support process simplification.

[View video of Court Technology Conference presentation \(one hour\).](#)

To see other examples of how SRLN is supporting its members access to justice initiatives with GIS and maps, visit <https://atjlibrary.org/taxonomy/term/598>.

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