

## **Article: Creating a User-Friendly Court Structure and Environment (NACM 2016)**



This publication, from the [National Association for Court Management \(NACM\)](#), encourages the reader to this how the court environment - from the building, to the people, to the technology and resources - can be responsive to the needs and comfort of the public. From the introduction:

"This guide endeavors to set courts on a path to strategically think about user priorities and how accommodation of those may fit into the overall mission of the court. More importantly, this guide hopes to go one step further and ask court managers not only to think about the tools presented to create a user-friendly environment but also to create a strategy to implement the suggestions."

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