

New <input checked="" type="checkbox"/> Revise <input type="checkbox"/> Delete <input type="checkbox"/> <hr/> Draft <input type="checkbox"/> Final <input checked="" type="checkbox"/>	<b>COUNTY OF CHESTER</b>  <b>INFORMATION TECHNOLOGY (IT)</b>  <b>POLICIES AND PROCEDURES</b>	<b>Policy No: 270.48</b>  <b>Original Date: 4-20-2009</b> <b>Revision No.:</b>  <b>Effective/Revised Date:</b>
<b>Location of Policy on WebCC:</b> General <input checked="" type="checkbox"/> DCIS <input type="checkbox"/>		<b>Associated Forms: Available</b> <b>Audio-Visual (A-V)</b> <b>Equipment List - Form No.</b> <b>270.48.01</b>
<b>List Attachment(s): Audio- Visual (A-V) Equipment Request Information</b>		
<b>Supersedes Document No:</b>		
<b>SUBJECT: Audio-Visual (A-V) Equipment at the Justice Center in the County of Chester</b>		

### SUMMARY

This Policy has been written to coordinate and expeditiously respond to the audio-visual needs of the Courts and Departments that are housed in the Justice Center.

The Justice Center, located at 201 West Market Street, West Chester, Chester County, Pennsylvania, houses 15 courtrooms and 8 hearing rooms that contain audio-visual (A-V) equipment. The equipment is available to County of Chester (“County”) employees or non-County resources who are 1) scheduling the request to use the A-V equipment, 2) testing/training on the A-V equipment, and/or 3) actually operating the A-V equipment. All 15 courtrooms and 8 hearing rooms are equipped with some built-in A-V equipment and have the capabilities of using all the portable A-V equipment on an as-needed basis. Due to the technical nature of the A-V equipment, anyone that operates the equipment must follow this Policy and Procedure.

### DEFINITIONS

- County employee – any County employee who is performing a work related County function in any of the courtroom or hearing room locations within the Justice Center
- County Attorney – any attorney who is also a County employee, e.g., Public Defenders, District Attorneys, Domestic Relations Attorneys, Law Clerks
- Non-County Requester – any person or outside A-V company who is not employed by the County but who needs to schedule and/or operate the A-V equipment in any of the courtroom or hearing room locations
- Requester – any County employee or Non-County person participating in a Justice Center event and/or needing to schedule and/or operate the A-V equipment.
- Event – Hearings or Trials or any scheduled activity in a set place at a set time as determined by the Court or County department.
- A-V Technician – the DCIS PC Support Specialist whose role is to support the A-V equipment in the Justice Center
- Location – an appropriate room in the Justice Center (courtroom, hearing room, conference room)
- A-V Media and Equipment – VHS tapes, DVDs, audio CDs, flash drives, cassette tapes, CDs, videoconferencing call, document camera, laptop
- DCIS Help Desk – telephone number - 610-344-4357 or e-mail address - [hdesk@chesco.org](mailto:hdesk@chesco.org)
- A-V Support, Standard Hours – provided between 8:00 a.m. and 4:30 p.m. Monday through Friday unless the Justice Center is closed in accordance with the Standard County schedule

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- A-V Support, Non-Standard Hours – provided on request of the Court for events that precede or exceed the standard hours.
- Justice Center access times – 8:00 a.m. to 4:30 p.m. Monday through Friday in accordance with the Standard County schedule
- Work Order – County’s DCIS Help Desk Work Order

**CITED/RELATED POLICIES AND DOCUMENTS**

(located on WebCC unless otherwise noted)

- Audio-Visual (A-V) Equipment Request Information
- Available Audio-Visual (A-V) Equipment List – Form No. 270.48.01 (refer to Appendix B)
- Logging and Tracking Service Desk Express Desk Incidents and Work Orders Policy – Policy No. 270.10

**POLICY**

The Requester schedules the A-V equipment either by contacting the DCIS Help Desk, Court Administration, or by directly going to [www.chesco.org](http://www.chesco.org) and locating the AV Request form. If the requester contacts the DCIS Help Desk or Court Administration, they will direct the requestor to [www.chesco.org](http://www.chesco.org) to locate the form. The requester shall then complete the form with the proper information and submit as per the instructions.

If equipment usage exceeds the scheduled time, e.g., due to Court time not starting or ending as planned, the Requester must contact the DCIS Help Desk so that the A-V technician is notified. If there is a conflict with equipment or technician scheduling the A-V Technician will notify the appropriate Judges Chambers, hearing officer, or scheduling person. The Court shall be responsible for resolving any conflicts and direct the A-V Technician accordingly. If the event extends beyond regular county hours the Requester notifies the DCIS Help Desk to arrange for after hours support. If the requestor contacts Court Administration, Court Administration will instruct the requestor to contact the DCIS Help Desk directly.

DCIS will make every attempt to fulfill an emergency support request for equipment or to troubleshoot a problem while an Event (Court) is in session; however, any additional equipment that may be needed may not be available in the desired time frame. The Requester must contact the DCIS Help Desk for emergency support.

The A-V Technician cannot be held responsible for any issues that arise concerning the media or the equipment if prior testing or training was not requested or taken by the Requester.

The A-V Technician cannot remain once the event starts. If the Requester(s) needs someone available at the location the entire time the A-V equipment is in use, the Requestor must make accommodation for other trained staff or an outside A-V company to remain during the event.

If an A-V company uses its own equipment, then the Requester must contact the A-V Technician via the DCIS Help Desk to arrange testing/training.

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## **PROCEDURE**

### Scheduling Considerations

When scheduling the testing/training time, take the following into consideration:

- The type of equipment needed,
- The level of technical knowledge that is required to operate it,
- The number of features to be used,
- Location, and
- Requestor availability for access/setup and for testing/training

When contacting parties associated with Court Events, Court Administration will inform participants of the need to contact the DCIS Help Desk if A-V equipment is required.

This policy will be made available to the County Bar Association.

Available equipment list and reservation request forms are available on the County's web site. [www.chesco.org](http://www.chesco.org).

### Types of Requests

- Audio-Visual (A-V) Equipment Standard Request - to schedule a request prior to an event. 48 hour advance notice is both recommended and preferred.
- Audio-Visual (A-V) Equipment Non-Standard Request - to schedule a request prior to an event where 48 hour advance notice is not feasible.
- Emergency Support Request – to request additional equipment or troubleshooting support when an Event (Court) is in progress.

### Procedure for Audio-Visual (A-V) Equipment Standard Request

1. The Requester contacts the DCIS Help Desk, Court Administration, or access the Chesco.org web site; Courtroom Audio Visual Requests (AV) page, at least 48 hours prior to the Event and provide the information listed in Appendix A or complete the request form on the web site.
2. The DCIS Help Desk staff will instruct, or assist in, the requestor to fill out all the provided fields on the A-V Request form on [www.chesco.org](http://www.chesco.org) and email the form to the A-V Technician.
3. The A-V Technician receives the form and will:
  - a. contact the Requester via telephone or e-mail to confirm the request and to schedule the A-V equipment for the date and time of the event,
  - b. schedule a date to meet with the Requester at least one day prior to the scheduled date and time of the event to test/train the media and/or on the equipment.
  - c. If a videoconferencing call is requested, then a test call needs to be made to the remote location at least one day prior to the scheduled event.
4. On the day of the scheduled event, the A-V Technician sets up the A-V equipment.
5. If there is a date or time change, the Requester notifies the DCIS Help Desk as soon as the change becomes known. The DCIS Help Desk creates a Work Order for the A-V Technician with this changed information.

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Procedure for Audio-Visual (A-V) Equipment Non-Standard Request

1. The Requester completes the A-V request form on [www.chesco.org](http://www.chesco.org) prior to the Event and provide the information listed in Appendix A. Use of the Chesco.org Courtroom Audio Visual Requests (AV) page is not recommended if the request is less than 24 hours prior to the event. In such a case the Requestor must contact the DCIS Help Desk directly by phone.
2. The A-V Request form instructs the requestor to email the form with all the provided information to the A-V Technician.
3. The A-V Technician receives the completed form and will:
  - a. Contact the Requester via telephone or e-mail to confirm the request to schedule the A-V equipment for the date and time of the event, in the case of short notice equipment and or technician time may not be available.
  - b. Schedule a time to meet with the Requester to test/train the media and/or on the equipment, if sufficient lead time allows.
  - c. If a videoconferencing call is requested, then a test call needs to be made to the remote location as lead time allows.
4. On the day of the scheduled event, the A-V Technician will set up the A-V equipment, assuming availability.
5. If there is a date or time change, the Requester notifies the DCIS Help Desk as soon as the change becomes known. The DCIS Help Desk will create a Work Order for the A-V Technician with this changed information
6. If there are conflicts of scheduling and availability the A-V Technician will notify the appropriate Judges Chambers, hearing officer, or scheduling person. The Court shall be responsible for resolving any conflicts and direct the A-V Technician accordingly via the DCIS Help Desk.

Procedure to Schedule an Emergency Support Request – for additional equipment or troubleshooting support when Court is in session

1. A designee from the Event will contact (call) the DCIS Help Desk.
2. The DCIS Help Desk will:
  - a. obtain pertinent information from the Requester,
  - b. assign a Work Order to the A-V Technician, and
  - c. contact (call) the A-V Technician or that person’s backup. All attempts will be made to contact an A-V Technician backup.
3. The A-V Technician or backup will respond to the location and troubleshoot the issue.

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## **Appendix A**

### **Audio-Visual (A-V) Equipment Request Information**

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**These are the questions that you will be asked.**

### **Audio-Visual (A-V) Equipment Request Information**

Requester's Name:

Requester's Telephone Number: ( ) -

Requester's e-Mail Address:

Requester's Role is: **Select Plaintiff, Defendant, District Attorney, or Public Defender**

Case Number:

Judge or Master for Proceeding:

Location of Proceeding:

<p><b>Date Equipment is Needed:</b></p> <p><b>Begin Date:</b> / /      <b>End Date:</b> / /</p> <p>Time that equipment should be set up if other than 8 AM on Begin Date:</p> <p>Time that equipment should be removed if other than 5 PM on End Date:</p>
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Operator's Name:

Operator's Telephone: ( ) -

<p><b>What will you be presenting:</b></p> <p><input type="checkbox"/> DVD                                      <input type="checkbox"/> Document Camera</p> <p><input type="checkbox"/> VHS    <input type="checkbox"/> Laptop</p> <p><input checked="" type="checkbox"/> Videoconferencing Call              <input type="checkbox"/> Other</p>
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<p><b>Video Conferencing Information:</b></p> <p>ISDN Telephone Number of remote location: ( ) -</p> <p>Contact Name at remote location:</p> <p>Contact voice telephone number at remote location: ( ) -</p> <p>Date call should be placed: / /      Exact time call should be placed:</p> <p>ISDN Telephone Number of 2nd remote location: ( ) -</p> <p>Contact Name at 2nd remote location:</p> <p>Contact voice telephone number at 2nd remote location: ( ) -</p> <p>ISDN Telephone Number of 3rd remote location: ( ) -</p> <p>Contact Name at 3rd remote location:</p> <p>Contact voice telephone number at 3rd remote location: ( ) -</p>
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**Appendix B**  
**Available Audio-Visual (A-V) Equipment List**

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**Available Audio-Visual (A-V) Equipment List  
Form No. 270.48.01, Original Date - 12-17-2008**

\*The following asterisked equipment requires a reservation because this equipment is not standardly available in all courtrooms or hearing rooms.

**Typical Courtrooms have visual and audio presentation systems that include the following:**

- An Assisted Listening System
- 4-way videoconferencing\*
- 2-way teleconferencing
- DVD player\*
- VHS player\*
- Audio cassette player
- Audio CD player
- Document camera\*
- Computer connection access
- Audio/video connection access
- Projector\* that projects onto a 9' screen visible by Counsel, Witness, Judge, and Jurors

**Hearing Rooms have the following:**

- 9' projection screen
- Ability to use the following on carts:
  - Document camera
  - 4-way videoconferencing\*
  - DVD player\*
  - VHS player\*
  - Projector for connecting a laptop\*

**Courtroom 1**

Has the same features as the typical courtrooms with the addition of 6 monitors located in the Jury Box area and additional projection screen for the gallery.

**Document Camera**

When scheduled in advance, the Epson document camera is on a cart that can be brought into the courtroom or hearing room. The document camera transmits the image of paper documents, X-rays, negatives, transparencies, and 3-D objects to the projector and screen in the courtroom or hearing room. The camera has zoom features.

**Assisted Listening System**

Wireless headphones are available on a reservation basis. The headphones amplify proceedings for the hearing impaired.

**Videoconferencing System**

When scheduled in advance, the videoconferencing system is on a cart that can be brought into the courtroom or hearing room. This system can support up to a total of 3 remote locations on a single videoconferencing call. Currently only outgoing ISDN-based calls are supported; any IP-to-IP videoconferencing is not supported; and incoming ISDN-based calls can be supported on an as-needed basis.

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### **Computer Connection Access**

A connection to the A-V system in the courtrooms is available at the Counsel tables and podium for those who use laptop computers (refer to Figure 1). Connection to the system is through a standard 15-pin male VGA cable and a male 1/8" audio cable. This equipment does not support DVI-D, S-Video, or HDMI connections.

### **Audio/Video Connection Access**

A connection to the A-V system in the courtrooms is available at the Counsel tables and podium for those who have other A-V-related equipment (refer to Figure 1). Connection to the system is through standard male composite stereo input and composite video input.

### **Teleconferencing**

Courtrooms are outfitted with teleconferencing equipment, capable of supporting up to 1 remote dial-in site.

### **DVD/VCR**

Located on the projector cart, a Panasonic DVD/VCR combo is available for playing DVD video discs (DVD±R, DVD±RW, DVD±R DL, DVD-RAM) or VHS tapes (VHS, S-VHS). This equipment does not allow redaction on the fly of different video content.

### **Denon CD/Tape Player**

Located in the courtrooms is a professional-grade Denon DN-T625 CD player and cassette player. The CD player is able to play any audio CD or cassette tape. This equipment is not able to play MP3 or WMA discs. Microcassette tapes cannot be played. No reservation is required, but testing time can be scheduled.



**Figure 1. Computer and Audio/Video Connection Access in Floorbox**