**Court Leader’s Advantage Video Podcast Questions**

**Time Marker Sheet**

April 16, 2024, Episode

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| 2 minutes  38 seconds | Describe your court’s self-service operation. |
| 7 minutes  20 seconds | What are the benefits of running a self-service operation? Is it worth the cost? How do you know? |
| 12 minutes  01 seconds | Many people are opposed to court self-service centers. Their argument is that courts should not become de facto law schools. How do you respond to this criticism? |
| 15 minutes  28 seconds | What are the most common requests? What is the most common request that the court cannot answer or fulfill? |
| 17 minutes  56 seconds | Artificial Intelligence appears to offer the potential for assistance that is tailored to individual litigants. Is AI something that your court would consider in the future? |
| 20 minutes  7 seconds | What are your next steps in the development of your self-service operation? |
| 21 minutes  31 seconds | What advice do you have for courts that want to start a center? What advice do you have for courts that have had a center for a while? |