



COMPLIANCE COMPONENT

DEFINITION	
<i>Name</i>	Public Kiosk
<i>Description</i>	A public kiosk (or computer kiosk) is a self-service information hub which houses a computer terminal that often employs kiosk software. Computerized kiosks may store data locally, or retrieve it from a computer network. Public kiosks may provide free information or other services. Touchscreen, trackball, computer keyboards, and pushbuttons are all typical input devices for an interactive computer kiosk. Types of public kiosks include: Automated Teller Machines (ATM), self-checkout register, department store gift registry, human resources' information or applications, bill-paying stations, services locator, and educational games.
<i>Rationale</i>	State of Missouri agencies can disseminate more information without requiring more staff time to interact with people. Kiosks are user-friendly machines which act like virtual employees, collecting and delivering information quickly and consistently without human interaction.
<i>Benefits</i>	Public Kiosks provide a means for visitors to State of Missouri agencies to interact with Web-based information, applications and education tools, including those provided by State of Missouri agencies. A public kiosk provides: <ul style="list-style-type: none"> • Easy access, and privacy of transaction; • Full details provided quickly, more quickly than by telephone; • Self-paced operation for unfamiliar users; and • No waiting in queues, important information is retrieved quickly.
ASSOCIATED ARCHITECTURE LEVELS	
<i>Specify the Domain Name</i>	Interface
<i>Specify the Discipline Name</i>	Access
<i>Specify the Technology Area Name</i>	Web Access Devices
<i>Specify the Product Component Name</i>	
COMPLIANCE COMPONENT TYPE	
<i>Document the Compliance Component Type</i>	Standard
<i>Component Sub-type</i>	
COMPLIANCE DETAIL	
<i>State the Guideline, Standard or Legislation</i>	<p>The following are key issues which should be considered with the implementation of public kiosks:</p> <ul style="list-style-type: none"> • Alternative controls must be provided for people who have difficulty with touchscreens, i.e., trackballs, tactile keyboards/pushbuttons or pen-touch devices. • Video must contain open or close captioning. (See resource on tools for this). • If a keyboard is used, individual keys must be tactilely discernable from keys next to them. • If a keyboard is used, the status of toggle controls, such as the "caps lock" or

	<p>"scroll lock" keys be identifiable by either touch or sound, in addition to visual means.</p> <ul style="list-style-type: none"> If the kiosk requires grasping of a tool, the grasp force cannot exceed 5 pounds. <p>When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB (decibels). Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p> <ul style="list-style-type: none"> Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz (Hertz) and lower than 55 Hz. Alternative navigation via a touch screen may be done in the following way: <ol style="list-style-type: none"> Provide audio cue when the visitor touches the screen to wake the kiosk that an audio menu is available by touching the upper left corner of the screen. Provide a pulldown menu system that is both visual (the pulldown) and audio (providing description of menu selection as your finger moves down the menu) This pulldown menu could be invisible until you touch the upper left corner of the touchscreen (an example of this can be found in the DMD presentation listed in the resources) <p>The rationale of this is that anyone who can touch the screen can find the upper left corner by feel. This is also a good reason why you should not have trackballs or punch buttons on the kiosk. Someone who can't see the kiosk can easily feel the location of the upper left corner of the screen. Trackballs and buttons do not provide the same type of tactile feedback.</p> Try to avoid color coding in kiosk visuals. If you do, provide subtext to alternatively identify items. To properly determine the dimensional specifications for a public kiosk, review the standards established by the US Access Board at http://www.access-board.gov/sec508/guide/1194.25.htm.
--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<i>Document Source Reference #</i>	
------------------------------------	--

Compliance Sources			
--------------------	--	--	--

<i>Name</i>	NASA	<i>Website</i>	http://www.section508.nasa.gov/documents/doc_508_guide_closed.htm
<i>Contact Information</i>	bryan.d.mccall@nasa.gov		
<i>Name</i>	DMD Accessibility Conference 2004	<i>Website</i>	http://dmd.mo.gov/2004conf/presentations/Kirk%20Keller/kiosk.ppt
<i>Contact Information</i>	kirk.keller@mdc.mo.gov		
<i>Name</i>	US Patents and Trademark office	<i>Website</i>	http://www.uspto.gov/go/cio/s508/06elearning.htm
<i>Contact Information</i>	ebc@uspto.gov		

<i>Name</i>	US Access Board	<i>Website</i>	http://www.access-board.gov/sec508/guide/1194.23 & http://www.access-board.gov/sec508/guide/1194.25
<i>Contact Information</i>	508@access-board.gov		
KEYWORDS			
<i>List Keywords</i>	Kiosk, Public Kiosk, self-service, Information Kiosk, Interactive Terminal, Public Information Kiosk, touchscreen, pushbutton, pen-touch, keyboard, trackball, tactile controls, contact sensitive controls, ATM		
COMPONENT CLASSIFICATION			
<i>Provide the Classification</i>	<input type="checkbox"/> <i>Emerging</i>	<input checked="" type="checkbox"/> <i>Current</i>	<input type="checkbox"/> <i>Twilight</i> <input type="checkbox"/> <i>Sunset</i>
<i>Sunset Date</i>			
COMPONENT SUB-CLASSIFICATION			
Sub-Classification	Date	Additional Sub-Classification Information	
<input type="checkbox"/> <i>Technology Watch</i>			
<input type="checkbox"/> <i>Variance</i>			
<input type="checkbox"/> <i>Conditional Use</i>			
Rationale for Component Classification			
<i>Document the Rationale for Component Classification</i>			
Migration Strategy			
<i>Document the Migration Strategy</i>			
Impact Position Statement			
<i>Document the Position Statement on Impact</i>			
CURRENT STATUS			
<i>Provide the Current Status</i>	<input type="checkbox"/> <i>In Development</i> <input type="checkbox"/> <i>Under Review</i> <input checked="" type="checkbox"/> <i>Approved</i> <input type="checkbox"/> <i>Rejected</i>		
AUDIT TRAIL			
<i>Creation Date</i>	11/29/2006	<i>Date Approved / Rejected</i>	01/09/07
<i>Reason for Rejection</i>			
<i>Last Date Reviewed</i>		<i>Last Date Updated</i>	
<i>Reason for Update</i>			