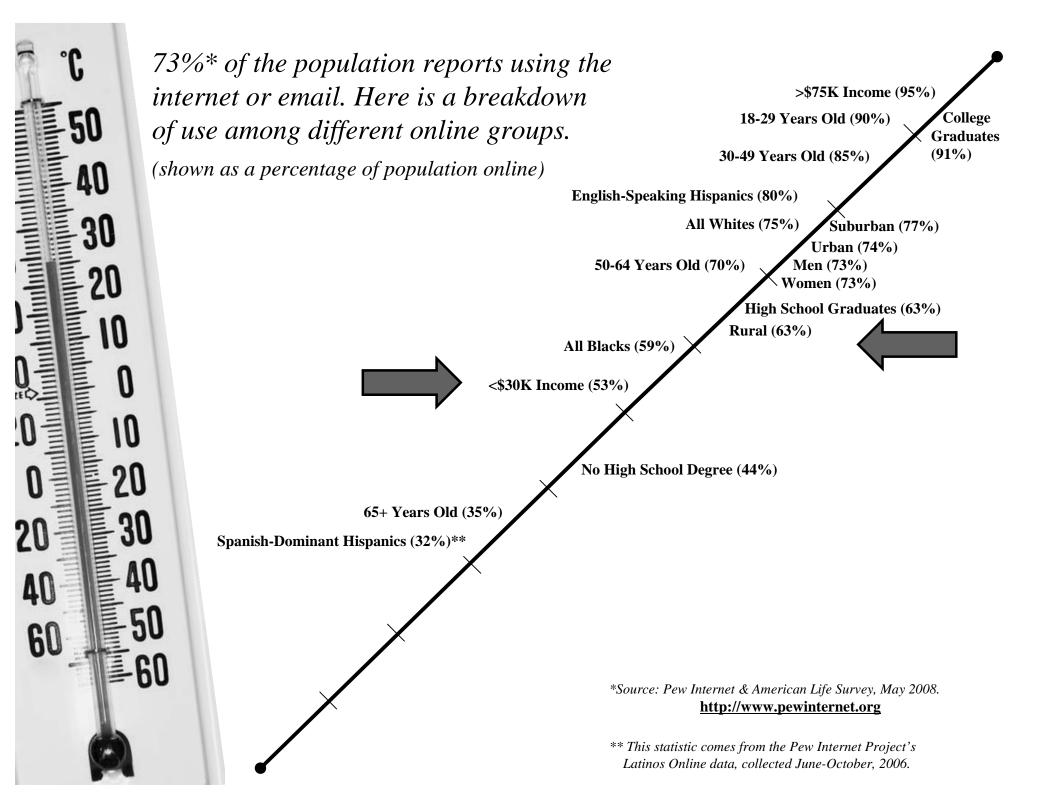
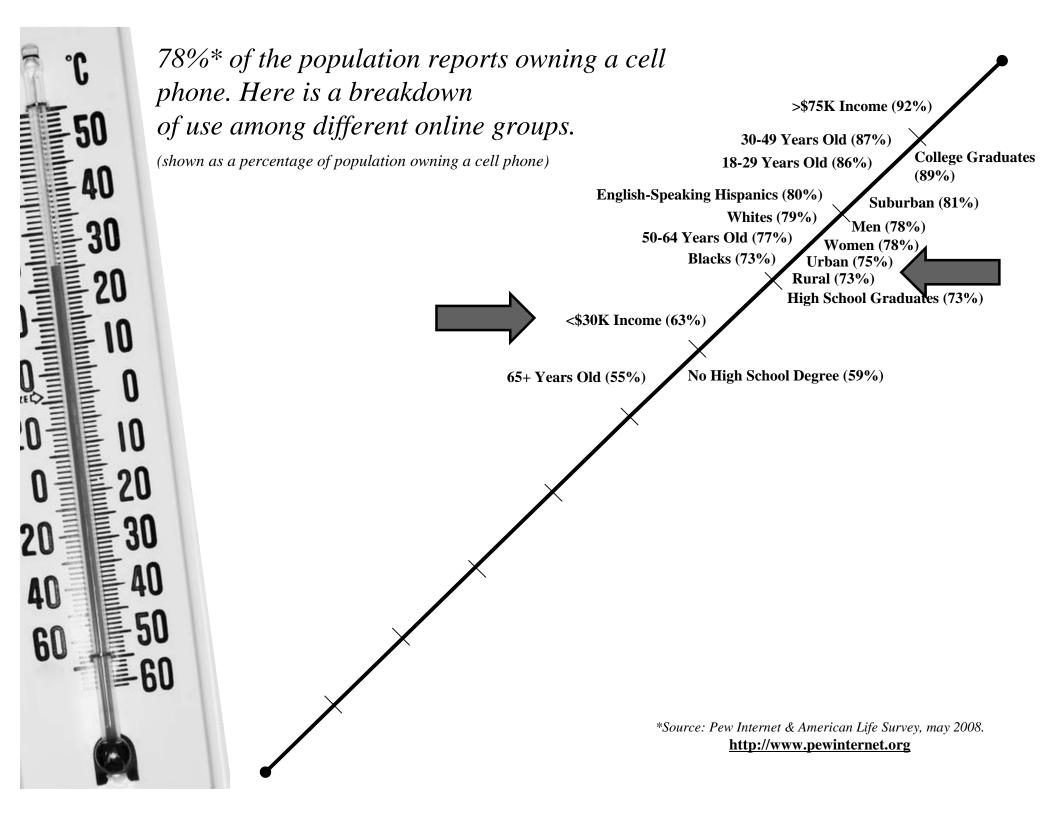
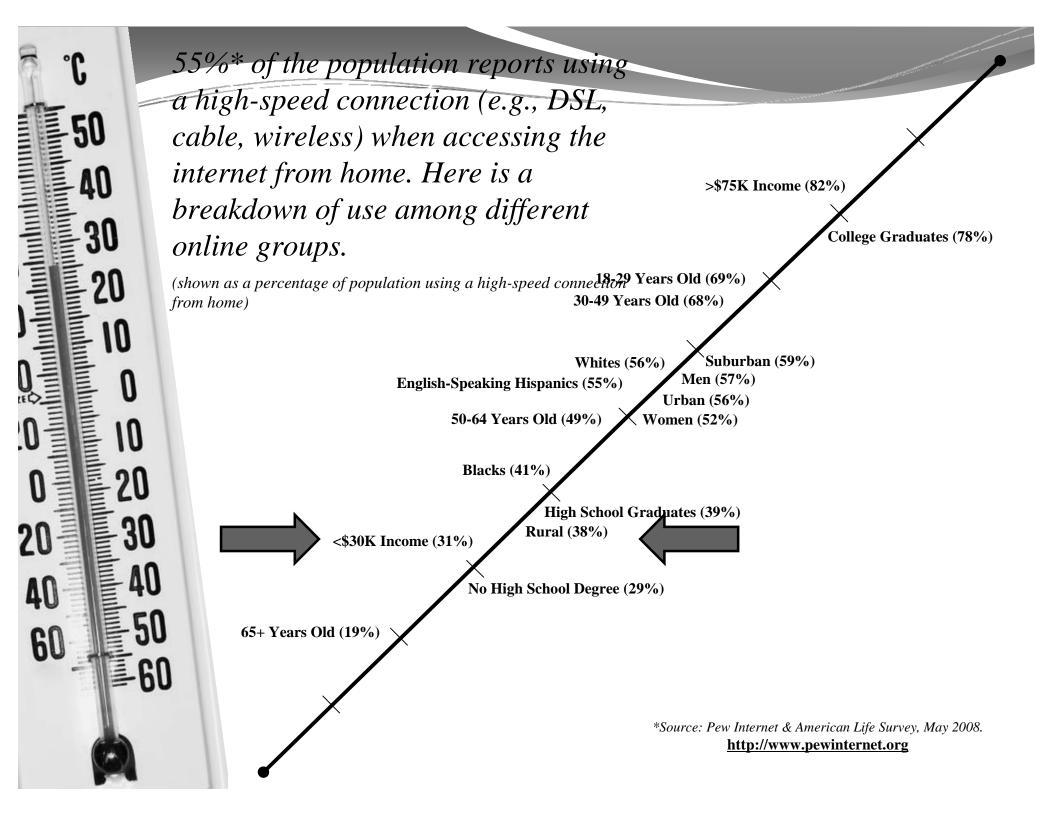


### **Future Technology**

Joyce Raby Consultant www.joyceraby.com 571.765.0011 jaraby@gmail.com rstaudt@kentlaw.edu Ron Staudt Chicago-Kent College of Law 312 906 5326







### **Broadband Technology**

### Opportunities Program (BTOP)

The U.S. Congress has appropriated \$4.7 billion to establish a Broadband Technology Opportunities Program for awards to eligible entities to <u>develop and expand</u> <u>broadband services to unserved and underserved areas</u> and improve access to broadband by public safety agencies. Of these funds, <u>\$250 million will be available for</u> <u>innovative programs that encourage sustainable adoption</u> <u>of broadband services</u>; at least \$200 million will be available to upgrade technology and capacity at public computing centers, including community colleges and public libraries; \$10 million will be a transfer to the Office of Inspector General for the purposes of BTOP audits and oversight. Up to \$350 million of the BTOP funding is designated for the development and maintenance of statewide broadband inventory maps.

http://www.ntia.doc.gov/broadbandgrants/

#### **Demographics of Internet Users**

Below is the percentage of each group who use the internet, according to our September 2009 survey. As an example, 76% of adult women use the internet.

	Use the internet	
Total Adults	77%	
Men	78	
Women	76	
Race/ethnicity		
White, Non-Hispanic	80%	
Black, Non-Hispanic	72	
Hispanic (English-speaking)	61	
Age		
18-29	93%	
30-49	83	
50-64	77	
65+	43	
Household income		
Less than \$30,000/yr	62%	
\$30,000-\$49,999	84	
\$50,000-\$74,999	93	
\$75,000 +	95	
Educational attainment		
Less than High School	37%	
High School	72	
Some College	87	
College +	94	
Community type		
Urban	73%	
Suburban	75	
Rural	71	

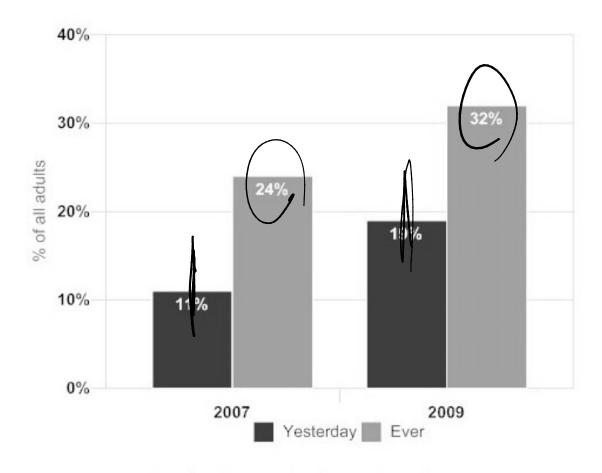
Please note that prior to our January 2005 survey, the question used to identify internet users read, Do you ever go online to access the Internet or World Wide Web or to send and receive email? The current two-part question wording reads, Do you use the internet, at least occasionally? and Do you send or receive email, at least occasionally?

Last updated October 30, 2009.



#### Use of internet on a mobile device

% of all American adults



Source: Pew Internet & American Life April survey conducted from March 26-April 19, 2009. N=2,253. Margin of error is +/- 2.

Pew Internet

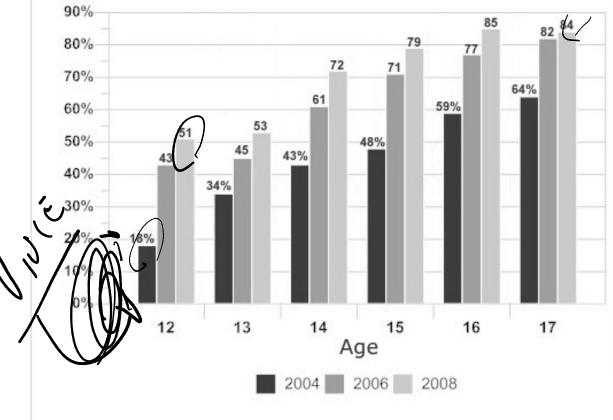
	Laptop wireless access (those who have ever accessed the internet on laptop using a wireless connection)	Mobile internet users with handheld device (those who have ever accessed net, email, or done IM-ing
Education		
Less than high school	4	8
High school grad	24	31
Some college	28	27
College +	44	35
Income		
Under \$20K	7	12
\$20K-\$30K	5	11
\$30K-\$40K	8	9
\$40K-\$50K	9	9
\$50K-\$75K	19	15
\$75K-\$100K	13	11
Over \$100K	25	22
Communications Technolog	9y	
Broadband at home	93	83
Landline Only	4	+
Landline & Cell phone	74	72
Cell Phone Only	23	28

Source: Pew Internet & American Life April survey conducted from March 26-April 19, 2009. N=2,253. Margin of error is +/- 2. Survey conducted in English.



#### Older teens more likely to own cell phones

Percentage of teen cell phone owners by age, 2004-2008



All data based on teens ages 12-17. Source: Pew Internet & American Life Project, Gaming and Civic Engagement Survey of Teens/Parents, Nov. 2007-Feb. 2008. N=1,102 and margin of error is ±3%. Margin of error for teens in the Oct.-Nov. 2004 survey is ±3% (n=1,100), and margin of error for the Oct.-Nov. 2006 survey is ±4% (n=935).

Pew Internet

#### **Demographics of Teen Cell Phone Users**

The percentage of teens in each demographic group who have a cell phone

	% of teens
All teens	71%
Sex	
Male	70%
Female	72
Age	
12-14	59%
15-17	83*
Race/ethnicity	
White (not Hispanic)	73%
Black (not Hispanic)	64
Hispanic (English-speaking)	71
Internet user	
Yes	72%*
No	51
Household income	$\frown$
Less than \$30K	62%
\$30K-\$50K	63
\$50K-\$75K	72
More than \$75K	79*

\* indicates a statistically significant difference from other data points within the same demographic variable.

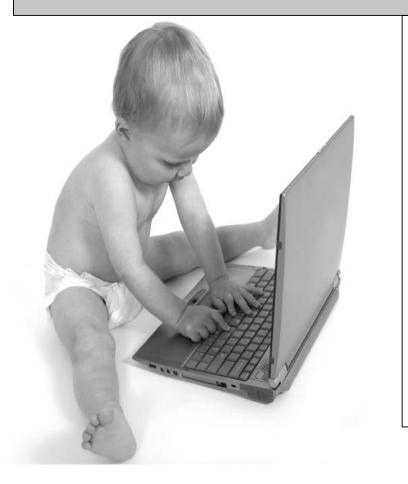
Source: Pew Internet & American Life Project, Gaming and Civic Engagement Survey of Teens/Parents, Nov. 2007-Feb. 2008. N=1,102 and margin of error is +/-3%, based on all teens ages 12-17.



-----

### **Digital Natives**

Using 15-24 year old's online behavior as a way to predict future telecommunications trends (CapGemini White Paper, July 2008)



Changing Behavior - increase in the amount of time each week spent communicating (via online or cell phone)

- 1) Control
- 2) Impatience
- 3) Community interactions
- 4) Originality

### **Digital Natives**

Harris Interactive and CTIA

The study was conducted online among a nationally representative sample of 2,089 teenagers across the U.S. who have cell phones (13-19). More than 100 questions were asked on mobile phone usage, attitudes, behaviors, and teens' desires and aspirations for the future including mobile communications and entertainment.

The study was conducted in July 2008 among teenagers who are part of the Harris Interactive Online Panel.

### **Digital Natives - results**

- 46% use phone primarily to make and receive calls, and
- 39% use phone primarily to send and receive text messages
- 28% browse the web on their phone
- 72% can text blindfolded! (using keyboard)
- 38% somewhat agree, 19% strongly agree (57%) having a cell phone has improved the quality of their life

### Net Generation, the 1980s, and the iGeneration, the 1990s

The Children of Cyberspace: Old Fogies by Their 20s, NYT 1/9/2010

Now in their 20s, those in the Net Generation, according to Dr. Rosen, spend two hours a day talking on the phone and still use e-mail frequently.

The iGeneration — conceivably their younger siblings — spends considerably more time texting than talking on the phone, pays less attention to television than the older group and tends to communicate more over instant-messenger networks.

Dr. Rosen said that the newest generations, unlike their older peers, will expect an instant response from everyone they communicate with, and won't have the patience for anything less.

### **Generational Multitasking**

• 16- to 18-year-olds perform seven tasks, on average, in their free time — like texting on the phone, sending instant messages and checking <u>Facebook</u> while sitting in front of the television. People in their early 20s can handle only six. Those in their 30s perform about five and a half.

16-18	7 fun tasks
20'S	6 fun tasks
30's	5.5 fun tasks

### Smartphones for Lawyers



- Mobile Lawyers: 82% report using a smartphone while away from the office (compared with 67% in 2008 and 53% in 2007).
- The most regularly used feature was real-time e-mail (86%).

Source: 2009 ABA Legal Technology Survey Report

### **Smartphones for Lawyers**

- Password Protected
- Setup to wipe remotely if lost
- Email, documents, GPS,
- Applications LegalWeek, Evernote
- Law dictionary
- Dictation software



### iPhone not secure enough for lawyers



• The November/December 2009 edition of *Law* Practice Magazine features the article "Parting the Curtains on the iPhone's Security Problems" coauthored by Sharon Nelson and John Simek. "Every law firm seems to have its share of Apple "fanboys" who evangelize about the endless virtues of every product that Apple unveils. But it's time to slow down and think hard about lawyers' migration to the iPhone — especially from the all-important stance of data security."

### Mobile Phones for Clients

Pine Tree Legal ASSISTANCE - mobile	
Legal Help	
Legal Aid Around the Consumer Housing	Country
<u>KIDS Legal</u> (NEW) <u>Tax Tips 2009</u> <u>Alternative Aid</u> (NEW)	1
Videos Contact Us English	
<u>فارسی</u> Soomaali 主頁	V
<u>español</u> <u>Tiếng Việt</u> По-русски	V
hrvatski Francais	

ançais

- Optimizing Websites for Mobile Phones – Pine Tree Legal Assistance, Maine
- Videos for Mobile Phones
- Using Text (SMS) Messaging Resources and Information to Clients





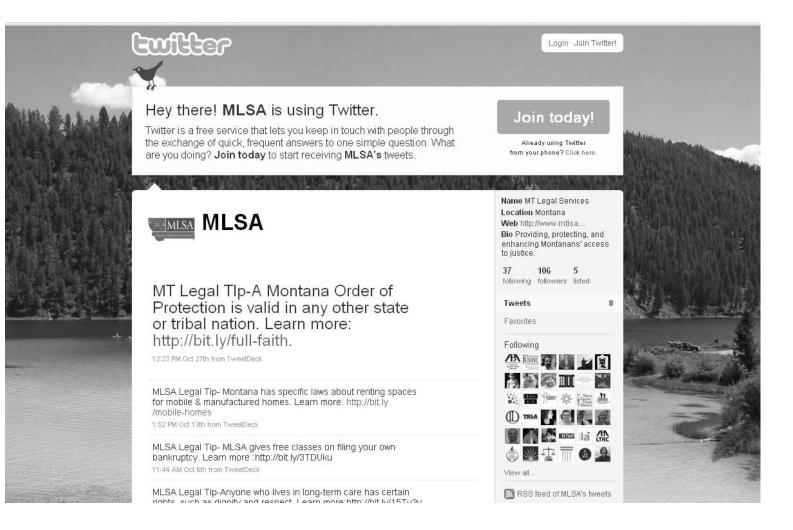
Explore People Search: Engineer at IBM - Internet - Senior Consultant

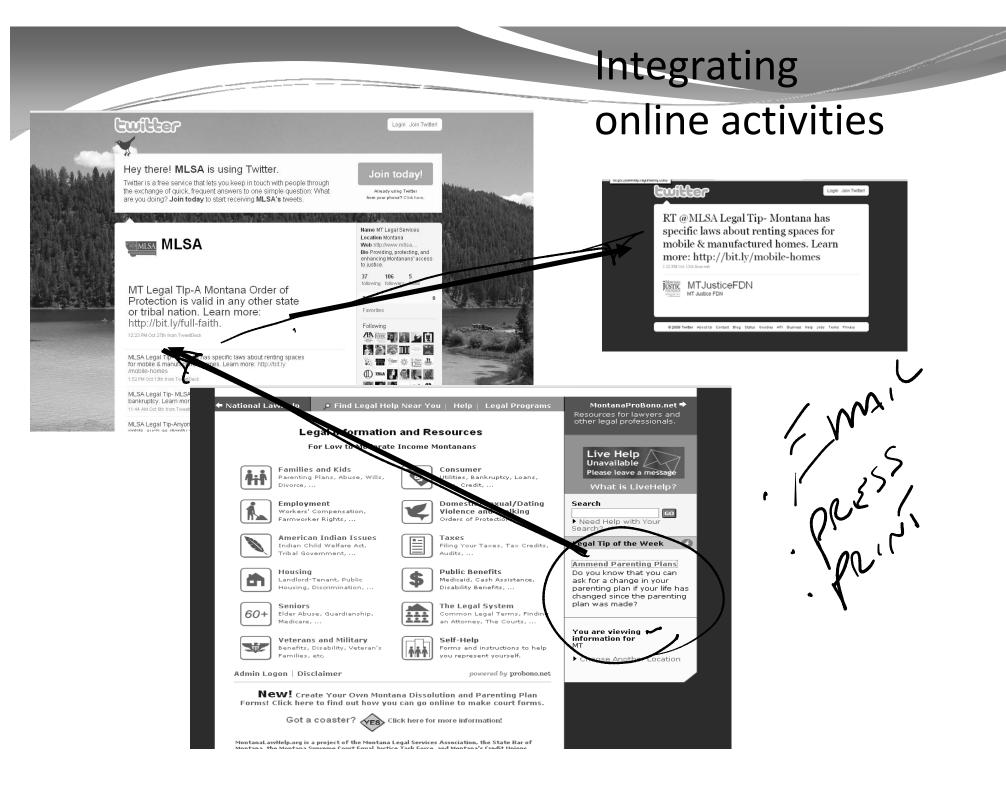
### Social Media Tools

43% of respondents to the 2009 ABA Technology Survey Report said they personally maintain a presence in an online community/social network such as Facebook, LinkedIn, LawLink, or Legal OnRamp. This is almost *three times* the percentage (15%) in the 2008 survey.



### Twitter







Promoting the dignity, self-sufficiency, safety, and stability of low-income Texans

#### What materials do you use to recruit pro bono attorneys? We're interested in hearing from you!

about 4 hours ago from TweetDeck

#### @rgguardian It gets harder and harder every day to get coverage of important stories in the RGV.

3:38 PM Nov 7th from TweetDeck in reply to rgguardian

We're honoring our pro bono volunteers in Laredo today. Thank you to everyone who volunteers with the Social... http://bit.ly /1n5Xwc

8:35 AM Nov 6th from Facebook

Today in Laredo: Honoring our pro bono volunteers! Hope to see you there! 7:58 AM Nov 6th from TweetDeck

Are you our facebook fan? www.facebook.com/triegalaid 1:39 PM Nov 5th from TweetDeck

Congrats to all the new Texas attorneys who are getting their results today! 12:14 PM Nov 5th from TweetDeck

@SCATJ We use Vertical Response. Nonprofits get a certain amount of emails free every month. It works well for us. 8:45 AM Nov 5th from TweetDeck in reply to SCATJ

Fighting for low-income Cap Metro riders in Austin http://bit.ly 7:17 AM Nov 5th from Facebook

Express News - Food stamp woes grow with need http://bit.ly 5:55 AM Nov 5th from twitterfeed

Home Profile Friends Inbox 32 Texas RioGrande Legal Aid We're honoring our pro bono volunteers in Laredo today. Thank you to everyone who

following followers listed

RSS feed of TRLA's tweets

volunteers with the Social Justice Night Court! on Fr Wall Info Welcome Support Us RSS/Blog

Promoting the dignity, self-sufficiency, safety, and stability of low-income Texans

Dorie Budde

Suggest to Friends

Subscribe via SMS

Fans

Kevin Wenzel

Causes

Legal Aid

A recruited

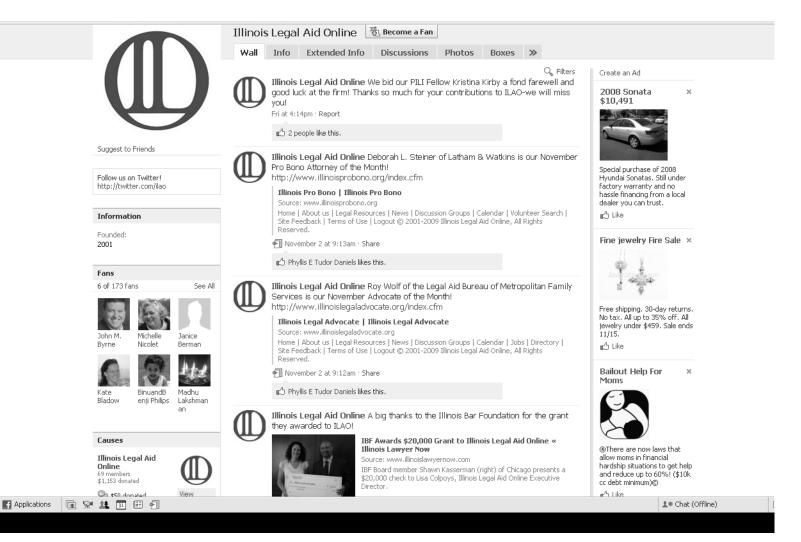
Texas RioGrande

6 of 369 fans

Twitter to Facebook



### More Facebook





### Blogs

### TECHNULA

#### SC ACCESS TO JUSTICE WEBLOG

FRONTPAGE BROWSE SUBSCRIBE return home by topic rss feed

OCTOBER 22, 2009 • 7:23 AM

OLDER »

#### Introducing 3L Tiffany D. Gibson, Pro Bono Law Clerk

#### **GUEST POST by Tiffany D. Gibson**



« NEWER

I was raised in a low socioeconomic background. Both of my parents are on Social Security Disability. My mother has been on SSD since I was in the 5th grade. My father has been on SSD since I was in the 12th grade. Our family has struggled even more since both of my parents are on ٠ disability. Getting through paying bills from month to month is a blessing for the household. Moreover, my parents have only a high school education.

#### Pages

#### About

- Contact Us
- Photos
- Photos 9/24/08
- Photos 9/26/08
- Resources

#### Archives

- o November 2009
- o October 2009
- o September 2009
- August 2009
- July 2009
- o June 2009
- May 2009
- April 2009
- March 2009 February 2009
- o January 2009
- o December 2008
- November 2008
- o October 2008
- September 2008

#### DISCLAIMER

Search the archives..

Exploring ways to expand and enhance legal services to South

Carolinians with low income or of modest means

#### This Blog is for informational purposes ONLY, FOR LEGAL ADVICE, CONTACT A LICENSED ATTORNEY IN YOUR STATE.

X1X

#### Please consider the environment before printing this post!

#### Twitter Updates

- @Shaker242 Still doesn't work. IVe even pulled in my IT folks. hmmm. Everything else seems to start instantly. Is there a delay w/exchange 2 hours ago
- @Shaker242 Thank you! 2 hours ago
- RT @povertynews The Two-Generation Approach: http://su.pr/2NqIhG #poverty 3 hours ago
- @Verizon Everything with my new #Droid is fantastic, EXCEPT I cannot get my work's #Exchange account to work. Any tips? 3 hours ago
- Am having trouble getting my #Verizon Motorola #Droid and my work #exchange account to play nicely. Anyone have advice? 3 hours ago

1660 Followers

### LinkedIn

Linkedin	Home   What is Linkedin?   Join Today   Sign In 🥂 🏹 Language 🕶
Legal Aid Group	
Welcome to LinkedIn. Join LinkedIn or sign in to become a member of this group.         Image: Comparison of the second	Sign in to Linkedin Email Address: Password: Sign in Forgot your password?
Linkedin search results. If you do not wish to give such consent, please do not register.	y for our users. Jo <b>ining LinkedIn</b> takes just a moment.

# Why else does social media matter?

- Gives "voice" to your program in new ways
- Reaches a broader audience
- Boosts your presence in search engines
- Mobile access and integration
- Grows a network of supporters
- Other ideas?

### Tracking and measurement

- Views of web pages, videos, etc. you promote
- User actions
  - registering for a training
  - signing up for a newsletter
  - becoming a member
- Use bit.ly to track the life of a link

http://bi	it.ly/info/RRUbt	8
e <u>E</u> dit <u>V</u> iew F <u>a</u> vorib	tes Iools Help	
🛠 😬 🖌 🏈 Kate	e Bladow - Outlook Web 🕅 Inbox - kbladow@gmail.com 🤯 Lawyers Serving the Publi 🗙 👘 🔹 🔂 🔹 🖶 🖻	age 🔻 🍈 T <u>o</u> ols
COnversati		
🖕 Twitter (15)	SCATJ On webinar to learn how to stay involved w/pro bono http://bit.ly/RRUbt #pbweek @probono - great resource	
	SCATJ Tve signed up for 30 min webinar 1pm today to learn how to stay involved w/pro bono http://bit.ly/RRUbt #pbweek @probono resource	- great
	SCATJ RT @NALPorg RT @elizk #pbweek not over yet! Spend 30 mins w/@probono learning how to get-& stay-involved http://bit.ly/	/RRUbt
	JDSupra RT @kbladow @elizk Spend 30 mins with Pro Bono Net on Fri learning how to get - and stay - involved http://bit.ly/RRUbt 3 webinar @ 1EST	30min
	JDTwitt RT @kbladow @elizk Spend 30 mins with Pro Bono Net on Fri learning how to get - and stay - involved http://biLly/RRUbt 30 webinar @ 1EST	)min
	NALP org RT @elizk #pbweek not over yet! Spend 30 mins w/@probono learning how to get-& stay-involved http://bit.ly/RRUbt	
	bobambrogi Free at 1pm ET: RT @kbladow RT @elizk #pbweek not over yet! Spend 30 mins wl@probono learning how to get-& st http://bit.ly/RRUbt	ay-involved
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	OhioPovertyLaw RT @kbladow @elizk #pbweek not over yet! Spend 30 mins wi@probono learning how to get-& stay-involved http://bit.ly/RRUbt	
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	kbladow @JDTwittRT too? RT @elizk #pbweek not over yet! Spend 30 mins w/@probono learning how to get-& stay-involved http://bit.ly/RRUbt	
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FriendFeed (0)	No FriendFeed conversations about this page have been found	

### Social Media, Cell Phones and Internet in the Courtroom

- Texting during trials
- Posting trial information to Facebook and Twitter
- Googling by jurors
- Lawyers facing disciplinary action for blog, Facebook and Twitter posts



NEISE TO SIGNAL

To quote further from people's exhibit A, your Twitter feed, "@holdupguy I'm in the getaway vehicle with the money and hostages. Where R U?"

### Prop 8 Trial YouTube Coverage Blocked by Supreme Court

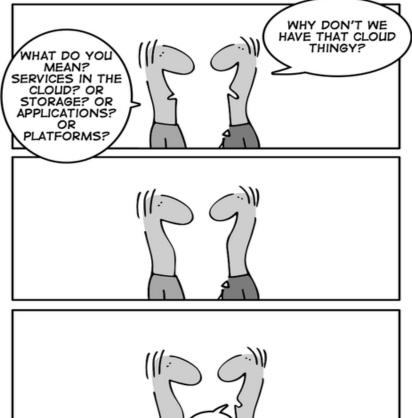
The United States Supreme Court has just ruled to block video coverage of the Proposition 8 trial on YouTube.



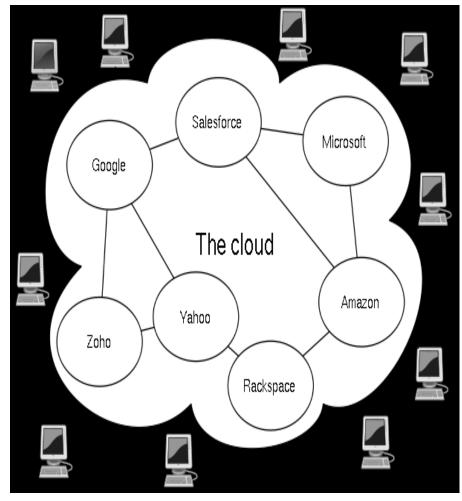
The Supreme Court's decision was made following an emergency appeal after Judge Vaughn Walker, the Chief U.S. District Judge assigned to the case, ruled in favor of permitting the YouTube trial coverage.

# Legal Aid Offices in the Cloud

geek and poke







## Mobile phones will be the primary internet connection device by 2020

- Internet, Video, Music, GPS, Instant Messaging, Social Networking, Purchasing Device
- Still used occasionally as a phone



flickr.com/photos/yoshimov/33632886/

Source: 2008 Survey, Pew Internet & American Life Project

### Future of Cell Phones

- Disaster Relief and Crisis
- Payment Systems: Starbucks, Intuit GoPayment to accept Credit Cards
- Recruiting and mobilizing volunteers and supporters



### **Future of Cell Phones**

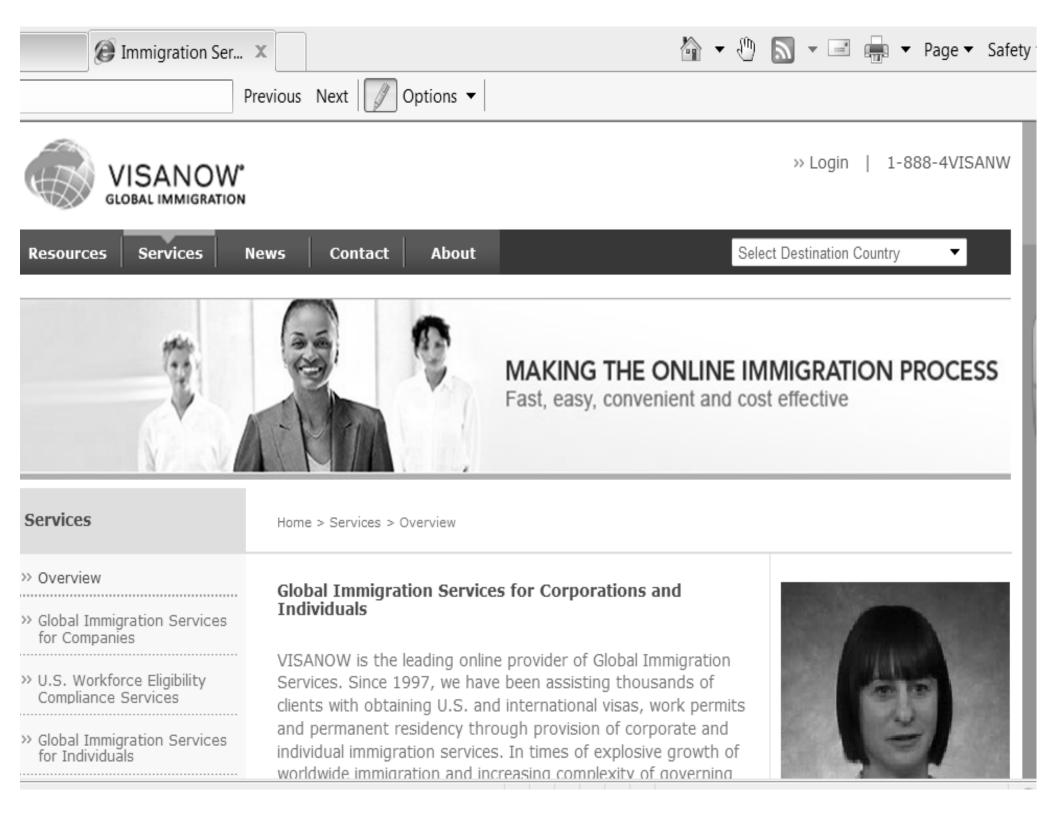


- Augmented Reality Applications
- Geo-location Applications and Geo Browsers



## Some Private Practice eLawyering Examples

- VisaNow
- Kimbro Legal Services
- Justanswer.com
- Technology and disability
- Olea LLP
- DirectLaw and Richard Granat's offer



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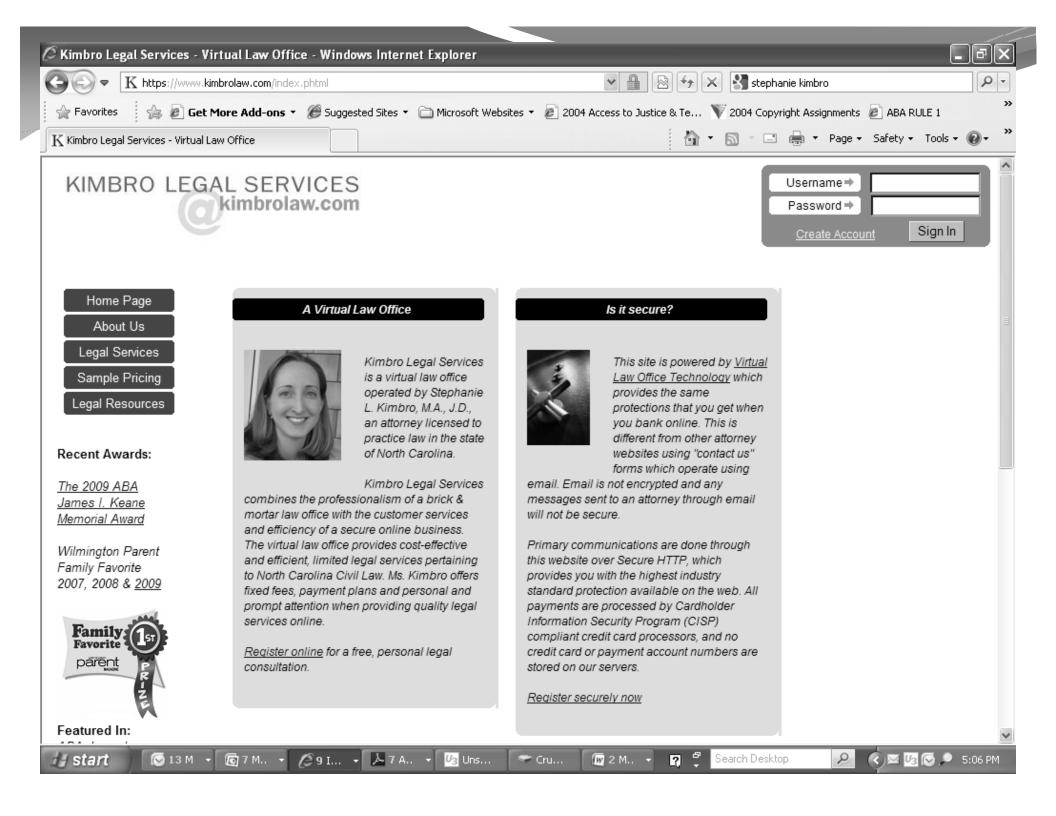
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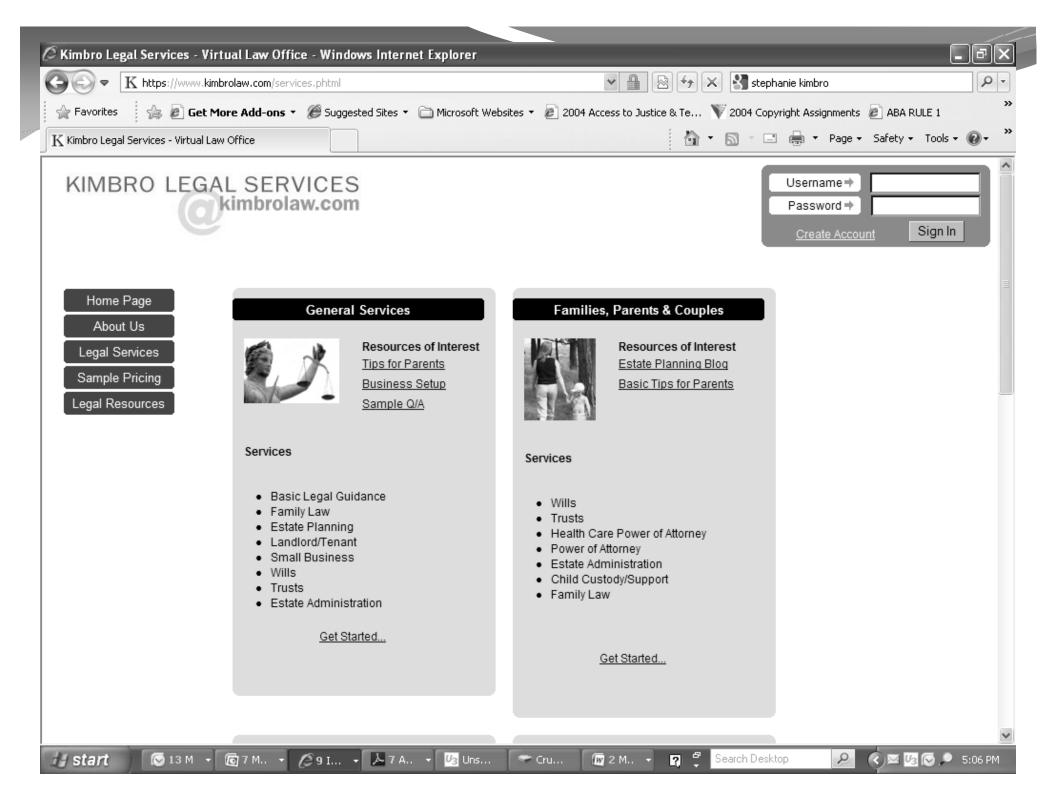
## Privacy no longer a social norm, says Facebook founder

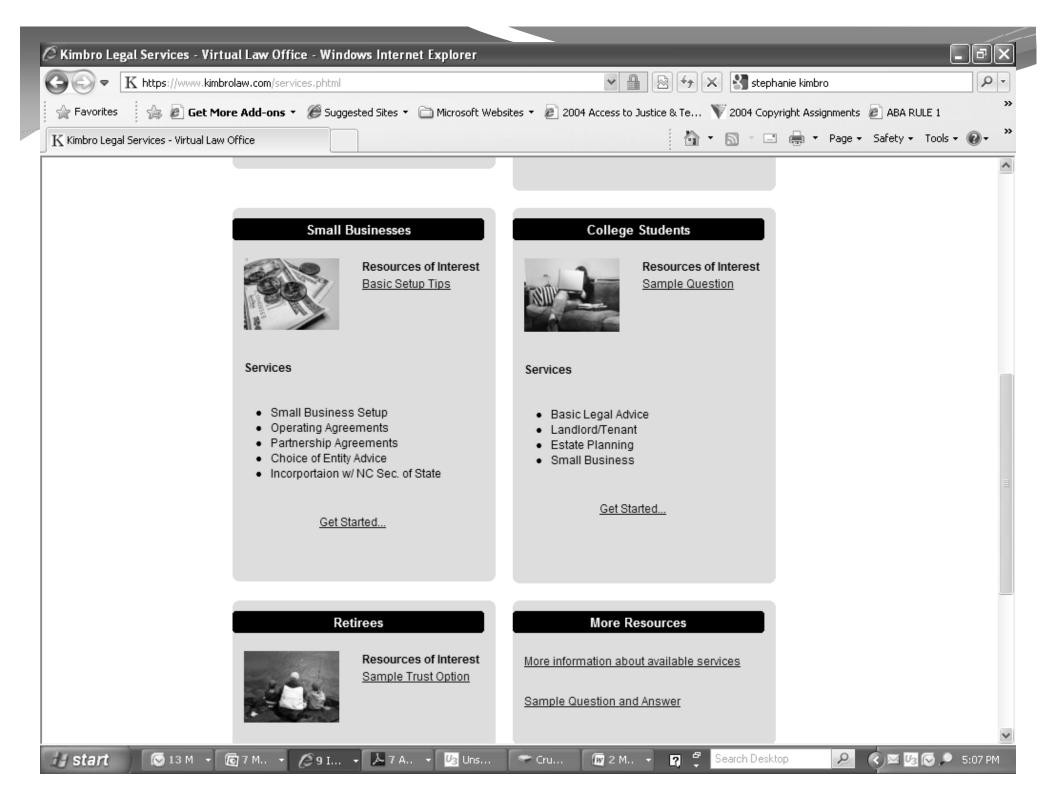
Monday 11 January 2010

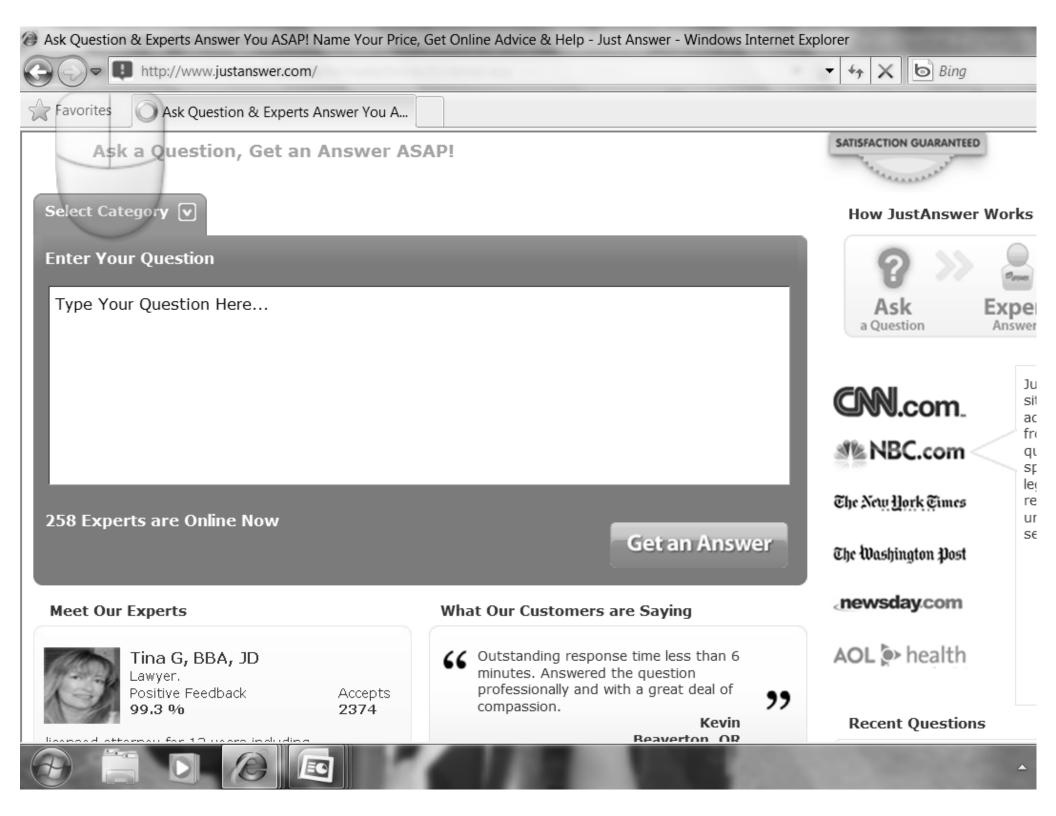
 The rise of <u>social</u> <u>networking</u> online means that people no longer have an expectation of <u>privacy</u>, according to Facebook founder <u>Mark</u> <u>Zuckerberg</u>.











ent Section: eLaw	vyering Task Force - Windows Internet Explorer	
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### Law Practice Management Section: eLawyering Task Force

### What is eLawyering?

ELawyering is doing legal work - not just marketing - over the Web. Pioneering practitioners have found dramatic new ways to communicate and collaborate with clients and other lawyers, produce documents, settle disputes, interact with courts, and manage legal knowledge. ELawyering encompasses all the ways in which lawyers can do their work using the Web and associated technologies. Think of lawyering as a "verb" - interview, investigate, counsel, draft, advocate, analyze, negotiate, manage, ... - and there are corresponding Internet-based tools and technologies.

There are exciting initiatives underway now that deserve attention by all lawyers present and future. While admittedly just a subset of the vast legal technology world, eLawyering and its lawyer-less analogs present fundamental challenges for our profession. There are great dangers, but also great opportunities for attorneys in the coming decade. To be successful in the coming era, lawyers will need to know how to practice over the Web, manage client relationships in cyberspace, and ethically offer "unbundled" services.

### James I. Keane Memorial Award

Read about the Award and apply today!

### Leadership

Committee Roster (9 total members)

### LISTSERV Lists (help)

#### LPM-ELAW eLawyering Discussion List subscribe | unsubscribe post | archives | search | settings

#### Programs, Meetings and Events





# High Tech for Legal Aid --New ideas and examples?

• LPM eLawyering Task Force Discussion List on behalf of Jason Goitia

Technology can expand the circle of lawyers giving their talents to legal aid to include lawyers with disabilities. I met a clerk for the United States Supreme Court, at an ABA conference this summer, who is completely blind. Because of technology, it now costs about \$600 to accommodate a lawyer who is completely blind. I have my own issues, and technology has enabled me to start my own practice, despite having issues that would normally hamper my ability to get a job (especially in this economy). Technology empowers people to contribute their talents to a wider set of people in a way that should be embraced by the legal community.

## High Tech for Legal Aid --New ideas and examples?

The virtual law practice, Olea LLP, in Washington State is run by Katy Sheehan and Charlene Quincey. They are able to provide pro bono services through their practice and have been working with the ABA Military Justice Project and their local Washington Military Project to do this as well as providing other pro bono legal services online. Their site is here: <u>http://www.olealawyers.com</u>.



### Press

### **Tradition and Technology Meet Online**

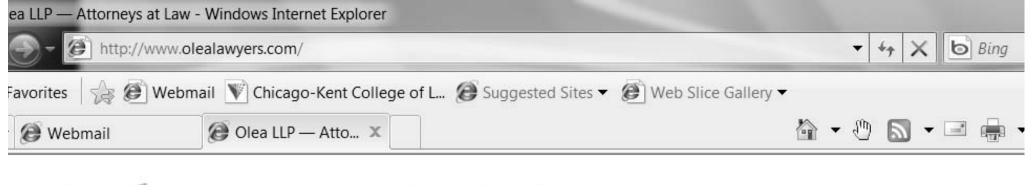


Social consciousness and a desire to make legal services more affordable are what led CUNY alums Charlene Quincey and Katy Sheehan to launch Olea LLP, a virtual law firm. while they share a common vision, their lives are far apart, with Quincey living in Toronto, Canada, and Sheehan in Washington State.

III



To se



## Olea LLP

### Attorneys at Law

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BLAWG	ABOUT US	SERVICES	TERMS AND CONDITIONS	PRESS	CONTACT US	CLIENT LOGIN	F

### Accessibility on the Web Part II

by CHARLENE QUINCEY on JANUARY 8, 2010 in LINKS, MY WEB, OLEA LLP, RESOURCES AND LINKS

In an effort to make Olea LLP more accessible we recently added Google Translator to our sidebar. There are many languages to choose from and we encourage users who speak a language other then English to try it out and report back to us! Also, during our research about website accessibility we came across an [...]



To sear

### Richard Granat's Offer



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### Here is a quick summary of my offer:

- 1. We will make the platform available to either legal aid organizations or pro bono attorneys at zero subscription cost.
- 2. When an attorney signs up for a free trial they get in the return email a link that leads to a client sign on page, and a link to their own Attorney Dash Board that manages the clients. The link is usually placed on the law firm's home page or a dedicated front-end web site that contains lots of legal information. Multiple lawyers can have access to the Attorney Work Space.
- 3. The integrated ecommerce component can be turned off through the Attorney Dash Board, so that all services provided through the portal are free.
- 4. The package would include all of our automated state specific document libraries. Here is a list of the document libraries that are included: <a href="https://www.clientspace.com/dlcatalog.asp?siteid=3">https://www.clientspace.com/dlcatalog.asp?siteid=3</a> Unfortunately our automated business documents are not relevant to this environment, unless you have pro bono attorneys who are helping small business units. Our divorce documents, name change, and estates documents are all up to date and excellent in terms of accuracy of content, (as well as ease of use). We have been charging our law firm clients a document usage fee for some value-added documents. This is essentially a small royalty per document. We would waive this fee for any legal aid or pro bono attorney.
- 5. An attorney or pro bono attorney upon sign up for the Free Trial should indicate in the law firm field on the sign up page that they are signing up under this category. I will set up within our online community a private discussion group for just legal aid and pro bono attorneys where there could be some interaction about how best to use this resource for the benefit of the legal services program.
- 6. The Free Trial concept incorporates on the client side, Rapidocs 4.0, which is purely browser-based, and works in both a MAC and Windows environment. All of our law firm clients are now being converted to R 4.

## Thank you!

Joyce Raby Consultant

571.765.0011 jaraby@gmail.com Ron Staudt Chicago-Kent College of Law 312 906 5326 <u>rstaudt@kentlaw.edu</u>

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