



News Release

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For Immediate Release

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County Recorder Conway Launches a Self-Service Kiosk in the Recorder's Office and Marriage Abstracts Are Now Available for Order on the Website

County Recorder Debbie Conway has launched another cutting edge technological innovation designed to improve customer service by reducing customer wait-time. The department implemented two self-serve kiosks that offer a state-of-the-art electronic ticket dispenser that will improve operations. The touch screen kiosk allows customers to select the following services:

- Purchasing a Marriage Certificate or a copy of a recorded document
- Record a document
- Drop off Marriage Certificates to be recorded (for wedding officials)
- Drop off documents to be recorded (for high volume customers)
- Speak to an Auditor
- Speak to a Customer Service Representative

The Self-Service Kiosk issues a customer ticket according to the service(s) requested and will prevent customers from having to wait in line to speak to a customer service representative. The customer then listens for their number to be called and is speedily directed to the proper division within the department to complete their transaction. The Self-Service Kiosk is displayed in both English and Spanish. According to Conway, use of the touch screen interface is the latest in technology and it saves time and expedites service.

Conway also added a feature to the online order system. Couples may now purchase a marriage abstract on the website. A Certified Abstract of Marriage is a certified document that may be used as proof of marriage. "This improvement is directed towards our international customers since the majority of our requests for marriage abstracts are from customers from overseas as well as other countries," says Recorder Debbie Conway.

Customers have options to purchase their certified copy of an original marriage certificate and an abstract of marriage via the department's web cart at <https://recorder.co.clark.nv.us/RecorderEcommerce/>, in person at the main office at the Clark County Government Center or at the branch office at 3211 N. Tenaya Way, Suite 118 in Las Vegas, or by mailing in the request for marriage order form available on the website at <http://www.clarkcountynv.gov/depts/recorder>. The cost for a marriage certificate or abstract is \$15.00 or customers may purchase a certified marriage package, which includes one of each for \$30.00.

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“We continue to create ways to allow the customer to complete transactions without having to wait in line,” said Recorder Conway. “The improvements in kiosk technology have given us an opportunity to introduce a self-service that in the past required employee assistance. We will be able to move more transactions from our front line staff in order to improve efficiencies.”

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Clark County is a dynamic and innovative organization dedicated to providing top-quality service with integrity, respect and accountability. With jurisdiction over the world-famous Las Vegas Strip and covering an area the size of New Jersey, Clark is the nation's 14th-largest county and provides extensive regional services to more than 2 million citizens and 42 million visitors a year. Included are the nation's 8th-busiest airport, air quality compliance, social services and the state's largest public hospital, University Medical Center. The County also provides municipal services that are traditionally provided by cities to almost 900,000 residents in the unincorporated area. Those include fire protection, roads and other public works, parks and recreation, and planning and development.

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