

Holland & Knight LLP

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Central control, local process: Large legal firm settles on Inmagic Genie for nationwide library management

Holland & Knight LLP is among the world's 15 largest law firms. With 26 offices across the U.S. and several international locations, the firm provides representation in litigation, business, governmental law, real estate and private-wealth services. Their one-firm structure enables them to offer service without boundaries.

Staffed with over 1,200 lawyers and professionals, Holland & Knight has practice groups and industry-based teams that work collaboratively to draw upon their collective depth and breadth of experience. Their interdisciplinary approach ensures that clients have access to the attorneys with the most appropriate experience, regardless of location.

This collaborative focus means that resources within the firm must be shared, and that library resources must play an important part in the firm's shared infrastructure. While most offices maintained individual libraries, the firm's teams and practice groups continued to work across geographic areas. Therefore, the firm needed to ensure that library resources were shared throughout the firm, no matter the location.

The challenge was to create a firm-wide Online Public Access Catalog (OPAC) that listed the firm's library materials in one easily searchable catalog. To do this, it was necessary to establish some standardization and central control over the listing and sharing of library materials, yet still

allow regional offices some control over their own processes, with each local office able to enter and edit their own data.

Envisioning a firm-wide library infrastructure

Ten offices had already been using different solutions for their libraries. Glenn Ross, the firm's Director of Library Services, needed to "get everyone on the same page." Mr. Ross engaged in outreach to achieve some standardization of process so information could be shared. The firm chose Inmagic® *Genie* for its Web-based interface, which would allow each local office to maintain its own data in the shared catalog.

Inmagic helped with conversion

Mr. Ross liked that Inmagic was offering to set up *Genie* and provide technical help in overseeing the installation. Inmagic staff identified the needs of the organization and implemented the conversion smoothly. To form the core of the new catalog, ten different databases were merged into one, and regional

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*Glenn Ross
Director of Library Services*

administrators were then empowered to provide their own updates to the catalog. Various offices also still manage their own routing of serials.

Business advantages – greater access

“Now the firm-wide OPAC is available on our intranet, and is accessible by everyone, 24/7. The Web allows searching during the off-hours, when the physical libraries would be closed. Users can in some cases read electronic materials right away, or read abstracts and order the printed materials they need,” stated Mr. Ross. “This empowers our users, who now have access to a complete catalog right at their desk.” Materials that are not owned locally can be ordered from another office, and users can request to purchase new materials that are not yet in the catalog.

Cost savings

“There is a potential for savings here too,” Mr. Ross observed, “as we identify existing titles and avoid duplication.” Rather than purchasing multiple copies of expensive publications, offices can take more advantage of interlibrary loans.

About Inmagic

Inmagic, Inc. is the global leader in enterprise Research Asset Management. Inmagic’s solutions are uniquely capable of organizing diverse sets of research materials and enabling our customers to gain extraordinary insights from them. Inmagic solutions are known for their flexibility, ease of use and deployment, and minimal need for information technology support. Because they are based on Microsoft® SQL Server™ and .NET technology that utilizes Web services, Inmagic applications can be integrated with and interoperate within an organization’s overall information technology infrastructure.

For more information about Inmagic *Genie*, call 1-800-229-8398 (for international, 1-781-938-4444) or email salesinfo@inmagic.com.

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