

Irwin Mitchell Solicitors

United Kingdom

Improving library management with Liberty
[Irwin Mitchell](#) is one of the UK's largest law firms, providing expertise in everything from personal injury claims and family law to real estate and corporate law. Established in 1912, [Irwin Mitchell](#) has become an award-winning firm, employing more than 2,200 people across 10 UK offices.

[Irwin Mitchell](#) has been using [Liberty](#) as their library management solution since 2010. Managed by the Knowledge Management (KM) team, the choice to move to [Liberty](#) has benefitted both them and the firm's lawyers in terms of efficiency savings.

Choosing Liberty for library management

Prior to [Liberty](#), the KM collections team had a time-consuming task of manually updating data in various separate knowledge and information systems. This resulted in duplication of the same data in some systems and the risk of errors in data integrity.

A basic in-house system built on old intranet technology was being used to manage their knowledge and information. From here, there were links to the various systems used by the lawyers. IT were also experiencing compatibility issues with some of the individual systems along with difficulties in maintaining the platform overall.



Taking all these factors into consideration, [Liberty](#) was seen as the ideal solution to meet the growing requirement for an intuitive library management system.

IM in the Know

Customised to meet the specific requirements of [Irwin Mitchell](#), [Liberty](#) has been branded in line with their corporate identity and named as IM in the Know. [Liberty](#) is now the central access solution to all of [Irwin Mitchell's](#) print and online knowledge resources, legal databases and current awareness information including user guides, company and industry news. IM in the Know has raised the profile of the KM team across the firm, through promotional activities and increased visibility on the intranet.

"Administration tasks are much quicker with Liberty, in particular the daily checking-in process and monitoring missing issues. It is also much easier to keep track of what you have done in terms of claiming missing issues, previous orders, current orders etc. which is good from a business continuity perspective."

Using [Liberty](#), the KM team are now able to complete library management tasks more efficiently with cataloguing, serial and acquisition workflows. With only one system to now manage, compared to having to update information in various separate systems, the KM collections team have gained more time to spend on higher value activities.

The KM collections team spend most of their time managing the organisation's print and online collections which includes maintaining the library catalogue, managing serial issues, ordering new items and monitoring budget information.

The functionality in [Liberty](#) has enabled them to carry out these tasks more efficiently, saving them time and increasing their productivity. Jill also adds:

“From the lawyer’s point of view I think the most beneficial feature is the quick and easy access to our main legal databases as this is what most of our lawyers use the library for.”

The IT team also no longer have to spend time managing and supporting multiple systems. Through the system integrations with [Liberty](#) and Softlink’s support team managing the solution; the IT team have more time to spend on strategic projects.

[Liberty](#) has delivered benefits to both the KM team and the firm’s lawyers, as part of a wider knowledge management strategy; that can develop as [Irwin Mitchell](#) grows. By using [Liberty](#) as the central solution to all knowledge management resources, a greater return on investment has been achieved through optimisation of the use of all resources.

Core benefits to users

- Reduced time spent updating various systems, with one only one update required in [Liberty](#)
- Achievement of accuracy in knowledge data and elimination of duplication, therefore reducing the amount of storage required, time spent by the KM team updating information
- Quick and easy access to searching multiple systems and discovering accurate knowledge information

“We chose Liberty as the most user-friendly solution from a library administration and end-user catalogue searching point of view.”