

# CASE STUDY: Managing International Legal Information on the Web

## CUSTOMER CHALLENGE:

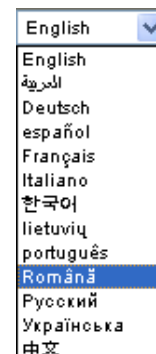
Congress tasked the Library of Congress with establishing a searchable database of international laws. In response, the Library formed the Global Legal Information Network (GLIN), a coalition of governments that voluntarily share their official laws with the public in a central location. As the collection grew, the Library determined that GLIN needed a workflow system to allow members to manage their own legal documents and a user-friendly multilingual search system to share the growing collection with the public.



## DELIVERY:

ATSC designed, launched, hosts and maintains GLIN.gov for the Library of Congress. It makes laws from nearly 50 countries publicly available. Key features of the system include:

- **Multilingual interface** – ATSC provides translations of the interface, help, training modules and a controlled vocabulary used to tag contributions. Right-to-left and token based languages are supported.
- **Scalable hosting** – Availability consistently exceeds Service Level Agreement (SLA) requirements. The system is scalable to support significant growth in both traffic and contributions, and it is in full compliance with all applicable security standards.
- **Digital Signatures** – Digital signatures ensure the authenticity and integrity of each document. GLIN carries only authentic versions of original laws as authorized by each member government.
- **Content management workflow** – Content is self-managed by members. The workflow supports roles for authoring descriptive content, tagging, relating laws to each other, uploading official full texts and processing approvals. Once approved, the contribution is posted for public access.
- **eLearning** – The GLIN.gov learning management system (LMS) provides web-based training to support system users. Multilingual on-demand training modules break down the language, geographical and time zone barriers associated with instructor-led training.



## RESULTS:

- Website traffic increased by over 1000% in the last year alone.
- The streamlined interface and workflow has enabled members to increase contributed material by 300% since launch.
- The Library has been able to grow membership by 47% since launch of GLIN.gov in 2005.
- Available in 13 languages, GLIN.gov is now the Internet's most translated .gov website.

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