HIKE (Huddersfield, Intota, KnowledgeBase+ Evaluation) is a JISC funded product which aims in part to evaluate the suitability of Intota, a next generation library and web-scale management systems from Serial Solutions, as a replacement for the traditional Library Management System for the University of Huddersfield and more widely the UK HE marketplace.

To evaluate the suitability of Intota as a replacement, we identified the problems and frustrations felt by staff and users with the current LMS before moving on to list the systems we would like a new system to interact with and to assess the dependency of the library on these external systems.

Identified issues included:

- Duplication of work
- High risk of error
- Lack of interoperability with other key-systems (Agresso, MyReading, ASIS, RFID)
- Staff intensive
- Lack of instant access to e-books
- Lengthy workarounds
- Financial dangerzone

Intota is due for release in 2014 and it is hoped that its arrival will alleviate the issues mentioned above by creating streamlined and efficient workflows. This would bring with it:

- A reduction of staff time spent on straightforward tasks freeing them up to devote more time to mission-critical activities
- Create a better user experience
- Accurate and real-time financial information

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