Follett SOFTWARE

CASE STUDY

Facilities Suite

How Lindbergh Schools Streamlined Operations **with the Follett Facilities Suite**

District Profile: Lindbergh Schools, Missouri

STUDENTS	FACILITIES	STAFF
7,000+	12 schools, two administrative buildings, science center, warehouse, and community education sites	1,000+ full-time and part-time employees

CURT RIEK
Community Programs Manager
Lindbergh Schools Missouri

REBEKAH LESLIE
Facilities Administrative Assistant
Lindbergh Schools Missouri

Facing a Patchwork of Systems

Before working with Follett Software, Lindbergh Schools used multiple systems for facilities scheduling, maintenance, and inventory management - causing silos, inefficiencies, and administrative headaches.

"IT WASN'T REALLY A ONE-SIZE-FITS-ALL," SAID CURT RIEK, COMMUNITY PROGRAMS MANAGER. "WE HAD NUMEROUS PEOPLE USING NUMEROUS DIFFERENT PROGRAMS. WE REALIZED WE NEEDED SOMETHING UNIFIED THAT COULD BENEFIT MULTIPLE DEPARTMENTS ACROSS THE DISTRICT."

The lack of system cohesion led to communication breakdowns, scheduling conflicts, and unnecessary delays. From athletic departments to custodial crews to IT, different teams were using different tools, creating complexity instead of clarity.

A Single Platform That Works for Everyone

The shift to the Follett Facilities Suite, including ML Schedules® and ML Work Orders®, provided the streamlined, centralized system Lindbergh needed.

"EVERY STAFF MEMBER KNOWS THIS IS THE PLACE TO GO," SAID CURT. "WHETHER THEY'RE SCHEDULING A FACILITY, REPORTING AN ISSUE IN A CLASSROOM, OR REQUESTING SUPPLIES, IT'S AN ALL-IN-ONE PLATFORM."

The result? Increased visibility, fewer missed requests, and empowered teams across departments - from administrators to teachers to custodial staff.

Smarter Scheduling, Simpler Communication

ML Schedules has been a standout for Lindbergh. With a high volume of events ranging from school plays to athletic tournaments, the district needed a tool that was easy to use and capable of managing large-scale coordination.

"OUR SCHOOLS ARE OVERFLOWING - ESPECIALLY THE HIGH SCHOOL," SAID CURT. "NOW, EVERYTHING IS IN ONE PLACE. YOU CAN BREAK IT DOWN BY FACILITY, LOCATION, OR DEPARTMENT. OUR CUSTODIANS KNOW WHAT TO DO, WHERE TO GO, AND WHEN. THAT'S HUGE."

Requests submitted through ML Schedules automatically trigger **work orders**, ensuring events are properly supported with the right equipment and staff.

"It's kind of a game changer," said Curt. "It's not just better for internal staff - our external community groups find it easy to use too."

Efficient, Empowered Maintenance Teams

On the maintenance side, the impact of ML Work Orders was immediate. Workflows that once involved emails, phone calls, and guesswork are now transparent, trackable, and timely.

"NOTHING'S REALLY MISSED ANYMORE," SAID REBEKAH LESLIE, FACILITIES ADMINISTRATIVE ASSISTANT. "THERE ARE NO SURPRISES."

Work orders can include detailed notes, images, and even automatically generated schedules for preventative maintenance tasks - saving time and reducing reliance on external contractors.

> "Everyone has a login - whether you're a teacher or a maintenance tech. They can go in, make a request, and get what they need without delays," said Rebekah.

Asset & Inventory Control That Delivers

Lindbergh also uses the asset and inventory management features within ML Work Orders to manage HVAC equipment, kitchen gear, vehicles, and consumables.

"WE REALLY DIDN'T HAVE A DATABASE BEFORE," SAID REBEKAH. "NOW I CAN TIE ASSETS TO SPECIFIC ROOMS, ASSIGN QR CODES, TRACK REPAIRS, AND EVEN MANAGE EMERGENCY EQUIPMENT CHECKOUTS."

The system is customized to include pictures and item descriptions, improving accuracy and reducing confusion about orders.

"I wanted this to feel like an online shopping experience for staff. Now it does. It's saved me hours of answering questions."

Collaborative Development with Real Impact

What stood out for Rebekah and Curt wasn't just the features - it was being heard.

"YOU WERE THE ONLY COMPANY WHO SAID, 'YEAH, WE CAN DO THAT,'" SAID REBEKAH. "WHEN I ASKED FOR A BACK ORDER SYSTEM, BUDGET CODE INTEGRATION, OR A REQUEST INTERFACE, OTHER VENDORS SAID NO. THE FACILITIES SUITE SAID YES."

For them, the difference was clear: partnership. Follett Software didn't just offer a product - they offered a platform that evolves alongside their needs.

Real Results for Lindbergh

- **Unified platform** for scheduling, maintenance, and inventory
- **Automated workflows** to reduce manual errors and duplication
- **Energy efficiency** improved with HVAC scheduling
- **Training and support** rated "seamless and responsive" by staff
- **Reduced workload** for administrators managing community rentals
- **Increased transparency** across departments

For Lindbergh Schools, the Follett Facilities Suite delivered more than software - it delivered a smarter, more connected way to run district operations.

"IT'S SO AWESOME," SAID REBEKAH. "IT'S JUST NICE HAVING EVERYTHING ALL IN ONE PLACE."

Ready to streamline your operations?

Find out how **Follett Facilities Suite** can empower teams across departments.

Contact us today for a demo. »

Destiny
Educator Platform

Follett
SOFTWARE

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info@follettsoftware.com

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