



DISTRICT SOLVES TEXTBOOK INVENTORY CHALLENGES WITH DESTINY, SAVING TIME AND MONEY

FULTON COUNTY SCHOOL SYSTEM
ATLANTA | GEORGIA

DISTRICT OVERVIEW

Fulton County School System (FCSS) serves nearly 95,000 students in 95 schools in the Atlanta area. FCSS is the fourth largest school system in the state of Georgia. With a focus on student achievement and a commitment to continual improvement, Fulton has earned a reputation as a premier school system.

TRACKING THE TEXTBOOKS

The FCSS's long history of excellence is evidenced by the many state and national honors bestowed on its schools, staff, and students. Families seek out Fulton schools because of the district's consistent and well-deserved reputation as a quality school system. In turn, FCSS looks to work with vendors and companies that have the same commitment to quality.



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KAREN ETHRIDGE

Textbook Specialist
Fulton County School System



In 2015, the district was in need of a new way to manage its inventory and keep track of its textbooks. The system they were using lacked robust tracking and reporting capabilities, which led to costly overages and shortages. They realized they were in need of a reliable, money-saving way to audit and maintain an accurate inventory of all textbooks in their warehouse and schools.

"I think accountability at the site level is one of the biggest challenges a textbook coordinator faces," Karen Ethridge, the district's Textbook Specialist for 12 years, said. "And because our school system is so large, there are 95 locations where we're tracking our resources. Communicating with all of those sites can be a challenge."

At the time, the district was using management solutions from different companies and recognized the importance of using one integrated system. "It just makes perfect sense to use one system," said Ethridge. "In our case, that one system was Destiny, which has been such a game-changer for us."

As a longtime customer of Follett Destiny® Library Manager, the district knew what Follett's technology is capable of doing. They trusted Follett and turned to the company to help them with their textbook inventory management needs.

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INVENTORY SERVICES TO THE RESCUE

As part of the Destiny Resource Manager implementation at Fulton, the district asked Follett to help it align its inventory. The Managed Services team from Follett converged on Fulton County and provided the district with the expertise and manpower to efficiently plan and execute the inventory project. According to Ethridge, Follett saved Fulton the time and the hassle of having to inventory and process 723,000 books spread across its sites. "That was a huge undertaking and one that would have been nearly impossible for us to handle without help," said Ethridge.

Over a six-week period one summer, teams from Follett came on the scene and scanned the textbooks into Destiny Resource Manager. The Follett team worked with Fulton's existing labels, saving the district the cost of having to re-barcode books, while applying new barcodes when needed.

Next, the Follett team processed a new math adoption for 38 of Fulton's schools during a holiday break. The team barcoded the new materials and entered that data into Destiny, sorted the materials by site, and prepared it all for shipment to schools. Not only were the new textbooks ready and in the right schools as classes resumed in January, but Follett's team also took care of hauling off the outdated math books the district was no longer using.



CUSTOMER SERVICE ABOVE AND BEYOND

To simplify the process for the district, Follett added barcodes, barcode protectors, and security strips – all before shipping. Ethridge stressed there is no way her district has the staff to perform all those functions. Not a problem for Follett, however. “It’s a huge time saver for Fulton, and, in our case, we have an army of people who can do it,” Whited said. “It’s much easier and more efficient for us to take care of it. We can bring in 100,000 books and turn them around and ship them out within a week’s time. We’re good at what we do, and we enjoy it.”

“Follett goes above and beyond their role to make sure things are done right,” said Ethridge. “They make my job easier all the way around. Customer service is so important, and Follett has been a great partner.”

ACCURATE DATA FOR PEACE OF MIND

Long before students are leaving schools for their summer breaks, planning for the next school year is already underway. Ensuring all the right textbooks – in the correct quantities – are available for the first day of school is a huge undertaking. Backed by Destiny Resource Manager and the Follett team, Ethridge said she is confident the students will have what they need on day one.

“Data is very important when preparing for back-to-school,” said Ethridge. “School may begin in the fall, but the back-to-school work begins in March and includes placing growth and replacement orders for next school year. With Destiny, our back-to-school processes are streamlined and tracking the data is easy.”

“I’m not kidding when I tell people that if it weren’t for Follett, I couldn’t do my job,” said Ethridge. “They go above and beyond their role to make sure things are done right.”