



Toronto District School Board

iLOBBY CASE STUDY: TDSB - Lord Dufferin P.S. - 2016

# Automating School Visitor Management & Reporting

## GOAL:

Secure & decomplicate the sign-in process for school visitors, staff, & night class students.



The iLobby system gave us complete control over visitors to the school. Instant notifications, coupled with daily reports, keep us in the loop and help supervise the facility.

All visiting staff is instantly identifiable and everyone knows to inquire if an unknown person is in the facility without a badge. Fantastic system!

—Mark Green,

Principal, Lord Dufferin P.S. (2016)

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ord Dufferin PS is a downtown inner-city school serving families in the Regent Park community. The school welcomes a wide range of visitors, including students'

families, adults taking evening classes, temporary staff, and teachers. They came to iLobby looking for a powerful solution to **enhance secure oversight and monitoring in a vulnerable environment.**

Stifled by a pen-and-paper visitor logbook, processing visitors was slow, and record finding required tedious manual sorting.

School administrators wanted to improve security,



## CHALLENGES:



Lacking effective oversight & monitoring.



Complex record finding & sorting.



Slow, inaccurate manual processes.



Unable to visibly identify visitors and sort visitor types.



Balancing safety and efficiency in a vulnerable environment.



Require automation to replace pen & paper logbooks

increase safety, and the ability to conduct quick investigations such as finding when a substitute teacher taught at the school or which classes have been attended by a specific evening student. The school also needed a way to sort and identify guests easily. All visitor types, including adult students attending evening classes, were grouped into one log – making reports and investigations a major challenge. As well, they lacked a way to visibly ID visitors to recognize the purpose of their visit and verify that they have been authorized and processed by the main office.

## THE SOLUTION:

Automate visitor processing to reduce overhead while improving security, tracking, & reporting.

We replaced the paper log with our tablet-based [visitor management system for schools](#), installing a kiosk in the main office. Visitors are

greeted by the iLobby system and select from the three available registration types: **Support Staff; Occasional Teacher; Adult ESL**. Visitors can also browse the school directory to find a specific staff member. The iLobby kiosk **captures visitor details such as names, pictures, and signatures**. The selected registration type controls the requirement for the data that must be collected prior to entering the school. Each type also controls the next sequence of events, ex., notification rules and the sign-in period.

The school custodians are also notified (through Email and SMS) immediately after every visitor signs. They receive all the necessary details and a picture taken at the kiosk.

iLobby securely stores the information and allows selected custodians to access the data to see who



is currently on the premises. **The log is easily searched and generates reports for clear records of events and visitors with dates and times.**

End-of-day reports containing all visitor activity are automatically emailed for record-keeping and accountability.

iLobby was deployed with minimal impact on existing policies and procedures. Our goal was to **reduce overhead while improving security, tracking, and reporting.** A badge printer was

deployed to recognize all school visitors easily.

Badges help identify visitors and their purpose of visit and prevent unauthorized access to the school by confirming that the badge holder has been authorized. The badging solution was further enhanced with QR codes printed for all returning visitors. Visitors can re-use their badges to expedite registration by simply scanning the code to register at the kiosk. This is especially useful for students attending evening classes.

#### KEY TAKEAWAYS FROM THE TDSB CASE STUDY:

Historical reports are searchable and available just a click away.

The visitor kiosk automatically delivers notifications over SMS, 3G, and Voice.

The solution is multilingual and supports any number of languages required by the school.

iLobby is a packaged, hosted solution. Everything comes pre-configured, ready for deployment right out of the box.

The system can tag pre-authorized and returning visitors with special barcodes for instant processing.

Badge printing is included. Badge information is configured to capture a picture of the visitor and the purpose of their visit.

iLobby uses its own 3G connection and does not require integration into school networks. No load on IT infrastructure, all we need is power.

## The Industry leader In Facility & visitor Management for Complex Enterprises

Deployed across more than 6,000 sites worldwide, iLobby powers complex work environments by optimizing and automating key facility processes to achieve regulatory compliance, enforce safety protocols, and drive site security requirements. The iLobby platform is supported by robust reporting, turnkey onboarding, and extensive configurability that ensures maximum impact in complex and regulated industries.

