

The Library is a popular meeting & study space for a variety of patrons

Academic libraries don't typically provide services for children, but the popularity of the space means a variety of people are in the library.

Many patrons are parents who are interested in entertaining children in the library or at home.

Library staff recognized an unmet patron need and worked with The Friends of the Michigan Tech Library to develop a collection of children's books.

Establishing the Collection

Building the collection was expedited with funding from The Friends and enthusiasm from Library Staff.

Culturally diverse options were selected in order to be inclusive of the diverse university community.

A high traffic, high visibility location was selected.



Customer Focus in the Library: The Children's Book Collection

Customer service is the heart of Lean. The Van Pelt and Opie Library strives to meet customer (patron) needs even when they fall outside of the typical services provided by an academic library.



Unmet patron needs

- For libraries books are the key to engaging children
- Patrons can borrow books for kids and take them home
- Kids need a fun break during Winter Carnival and the library is a great location for this

Van Pelt and Opie Library

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Special thanks to The Friends of the Michigan Tech Library for making this project possible.

Winter Carnival Story Time - fun for patrons, friends, and staff

The new collection was debuted with a story hour at the Friends' book sale during Winter Carnival.

Library staff read books to families during the event, to the delight of parents and children.

Potential increase in traffic for The Friends' book sale.

Future Development

- Winter Carnival Story Hour may become an annual event, coinciding with The Friends' book sale.
- Success of the collection and realization of a similar unmet need inspired the Archives' to create a the same type of collection.
- Some patrons don't realize they can borrow books from the collection. Additional signage is in development to make this more obvious.

