University of Kentucky

From the SelectedWorks of Adrian K. Ho

March, 2009

The Liaison Kitchen: Discover What's Cooking

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Featured Chefs: Catherine Essinger, Adrian Ho, Irene Ke

The Ingredients:

The Origin of the Liaison Kitchen

In 2007 the University of Houston Libraries launched an investigation into best practices for subject librarians.

Ingredient: Environmental Scan

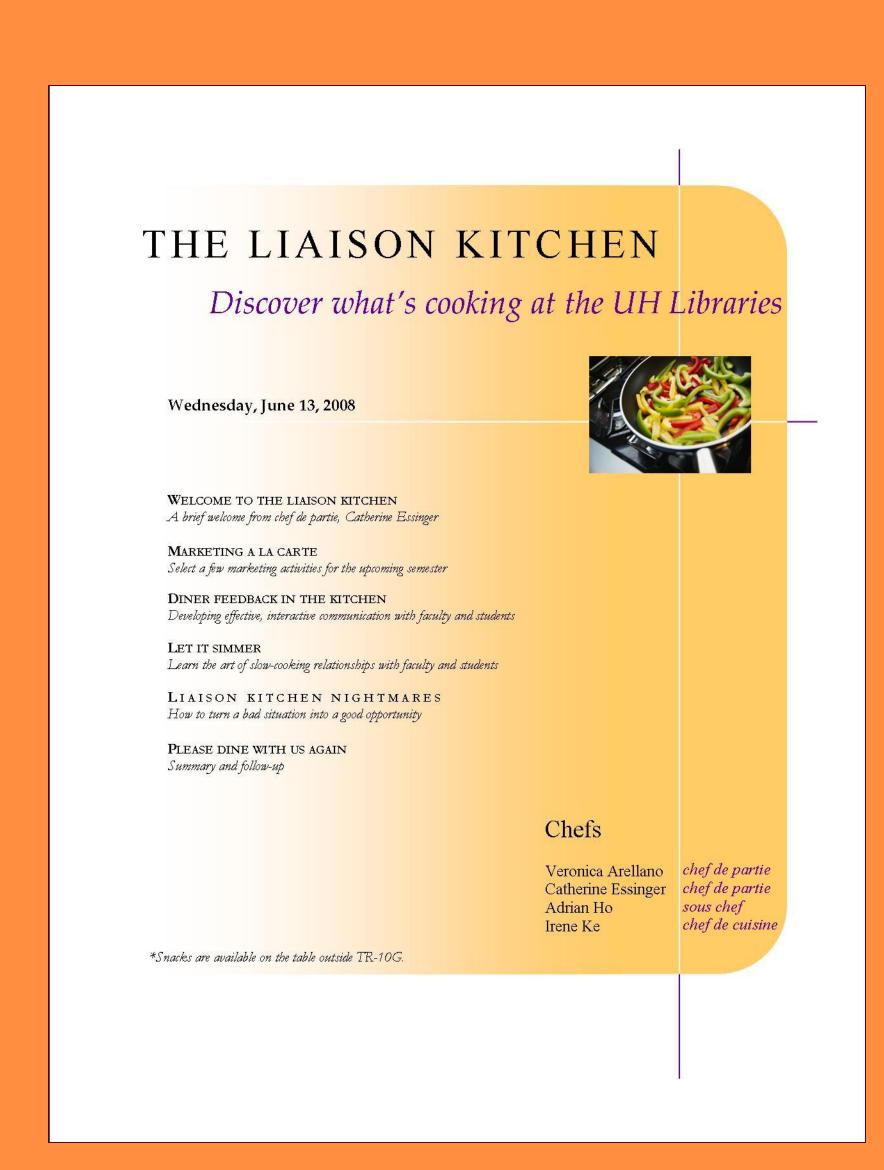
The scan determined what outreach methods had been most effective for UH subject librarians.

Ingredient: Focus Groups

Focus groups gathered new ideas from the faculty, graduate, and undergraduate students.

The Meal:

The Liaison Kitchen

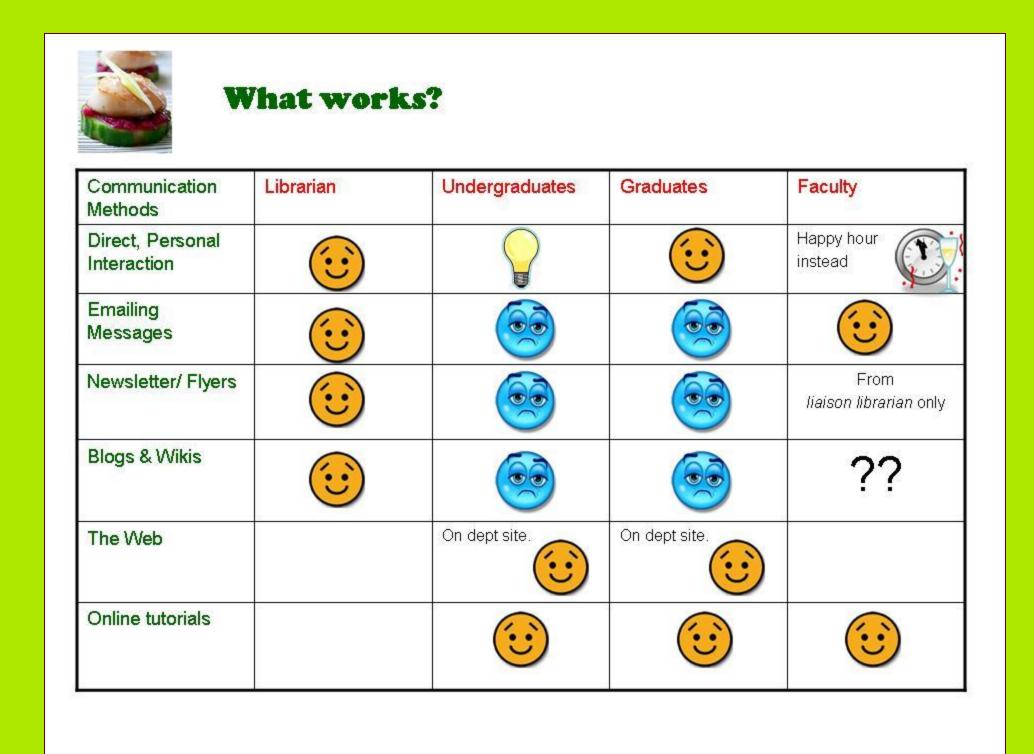


The project concluded with a workshop for all subject librarians,

The Liaison Kitchen,

where subject librarians "tasted" the research data, selected and discussed "menu items," and "cooked up" an action plan for the year.

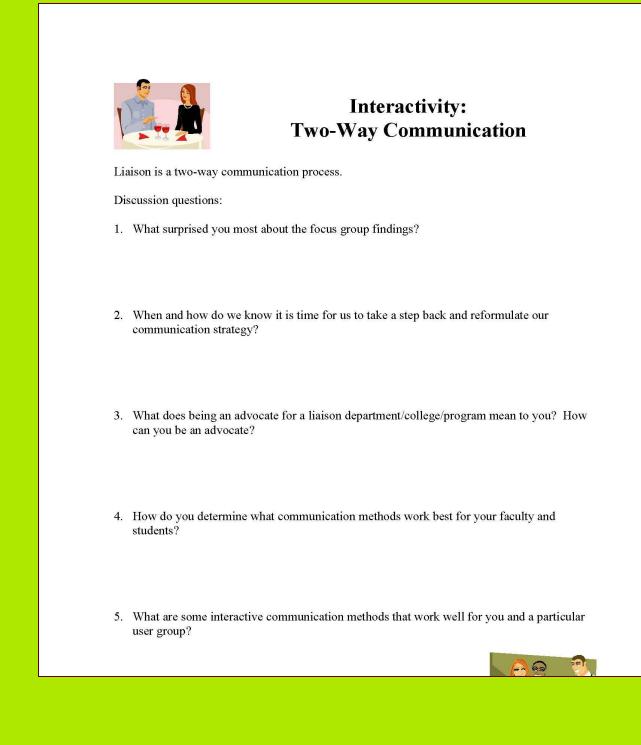
Entrees: Workshop content I. Communication Methods:



The librarians at the UH have adopted many communication methods, such as virtual library pages, blogs, newsletters, and others.

Focus groups, however, indicated that not every method works well with every user group.

II. Two-Way Communication



The workshop
leaders facilitated a
discussion that let
librarians learn
from one another's
experiences and
brainstorm
solutions.

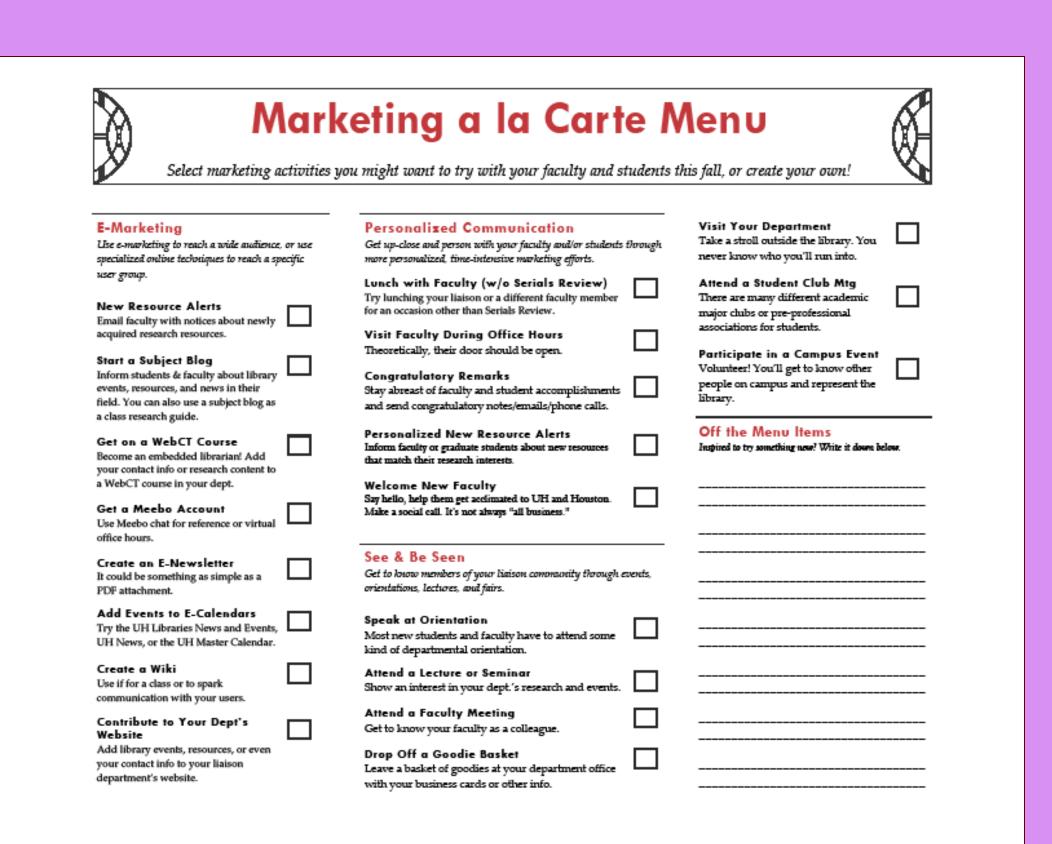
III. Collaboration

Participants
were asked to
plan a
collaborative
project with a
campus partner
as if creating a
recipe. After
brainstorming,
they could
formally
propose it to
the partner.

Who will be your Chef de Cuisine?
Identify one or two faculty members or students in your liaison department, college, or program with whom you'd like to begin a collaborative effort:
Your Collaborative Dish What project or collaborative effort will you work on?
Ingredients: What will you need in order to begin this collaboration?
Directions:

What steps will you take to begin this collaborative relationship?

Sides: Handouts



Participants were provided with a number of culinary-themed handouts designed to record ideas, reinforce the workshop content, and gather feedback.

Recipe for
Success:
Meeting customer
Expectations: The
Rule of Biscuits
and Gravy

Meeting customer expectations: The Rule of Biscuits and Gravy

Biscuits are a nearly ubiquitous staple, welcomed by all at any meal of the day, possessing great food value, and able stretch menus a little farther. They are even better with gravy. No matter how light and buttery, a biscuit is always more desirable when absorbing dollops of Southern cream gravy. The same, however, is not true of the gravy itself. Gravy is made of the nearly the same ingredients present in biscuits: flour, fat, liquid, and seasoning. Only the quantities and the presence of sodium bicarbonate alter the chemical properties. Yet, the biscuits can stand alone and the gravy cannot. It matter how good it is, no one wants to drink gravy.

xpectations. These are the core library services our customers expect us to provide, such as information access and research assistance. The gravy represents all the fabulous services we provide which most people don't anticipate: having a document conveniently delivered by email, for example, or receiving a promotional frisbee at Cougar First Impressions. Online reserves is an example of a service that was gravy for one semester and rapidly became an in demand biscuit.

A customer may only use core services a scant number of times while at UH. If, however, he or she loesn't get the service they expect a single time, their impression of our library system is diminished. And no number of branded frisbees will repair the damage. Librarians should work hard to create lynamic new services that push our profession into new frontiers. They must also work to ensure

the customers for the wonderful new services.

So, when planning services for your departments remember that (1) quality biscuits are good on their own, (2) gravy needs biscuits, and (3) biscuits together with gravy are awesome!

hat the expected basic services are of high quality and well maintained. Otherwise, they risk losing

Buttermilk biscuits

c flour (sift, then measure

1 t baking powder
½ t baking soda
1 t salt

1 t salt

3/4 c butter

1 1/2 c buttermilk

Sift together the dry ingre

Sift together the dry ingredients. Cut butter into the flour mixture with a pastry blender until it gathered into pea-sized balls. Add buttermilk and stir just until moistened. Knead about ten times on a lightly floured board. Then roll to a thickness of ½ inch. Cut into 3 inch rounds and bake on an ungreased baking sheet at 450 degrees for about 15 minutes or until golden brown.

Makes about 18-20 biscuits.

Recipe for

Introducing new

library services:

White chocolate

Success:

mousse

Incorporation: introducing new library services

Sometimes food mixtures of different consistencies try to maintain their own texture and not amalgamate with new ingredients. For example, flour mixtures are shy when first introduced to wet ingredients, which is why cooks should always create a well in flour and gradually add wet ingredients by stirring from the center. Eggs and sugar can cause a chemical burn when forced together suddenly. Cooks can alleviate these uncooperative tendencies in their food by slightly changing the chemical consistency of each mixture. When adding eggs to a sugary batter, for example, add a little batter to the eggs first and stir to incorporate. This gently alters the chemical arrangement of the whisked eggs without the damaging the consistency. The eggs may then be whisked into the batter gently without any negative effect to the texture or consistency.

Likewise, when adding a new service, replacing procedures, or moving services and resources to a new format, you should use incorporation techniques to overcome customer discomfort. Add a little of what people like about an old service to the new one. Communicate not just what's better about

White chocolate mousse

your new procedures, but what you've carried over.

Chill until serving. Decorate with a mint leaf atop each

9 ounces white chocolate chips
1 cup heavy cream
1 egg white
1/4 teaspoon peppermint extract

1/4 teaspoon peppermint extract
6 fresh mint leaves

Heat the chocolate over a double boiler until it melts, stirring gently with a spatula every now and then. You may also place it a bowl on top of another bowl containing boiling water. When it's melted, stand the bowl on a cold surface to cool down a little.

Whip the cream, egg white and extract together in another bowl until soft peaks form.

Put a big dollop of cream onto the slightly cooled chocolate and mix. Then gently fold the chocolate mixture into the cream.

Divide mixture between 6 small cocktail or champagne glasses.

Menu for feedback



Desserts: Post-workshop projects & Mitigating Kitchen Nightmares

The UH liaisons have been busy this year.

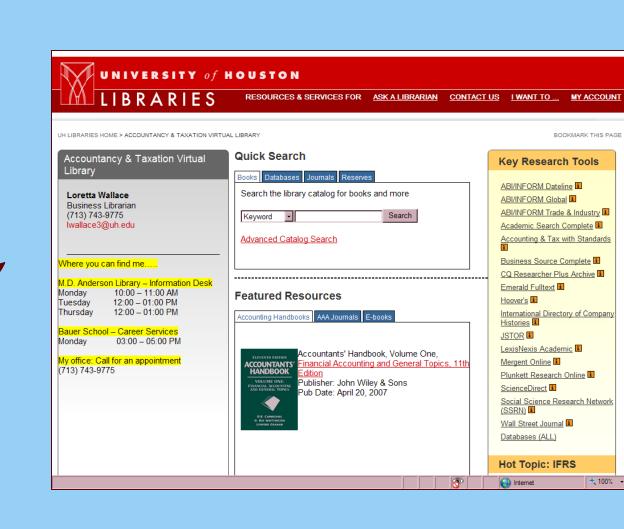
History and Political
Science Librarian
Alexandra Simons hosted
an election night and an
inauguration viewing in
the library, which she
heavily marketed to her
departments.

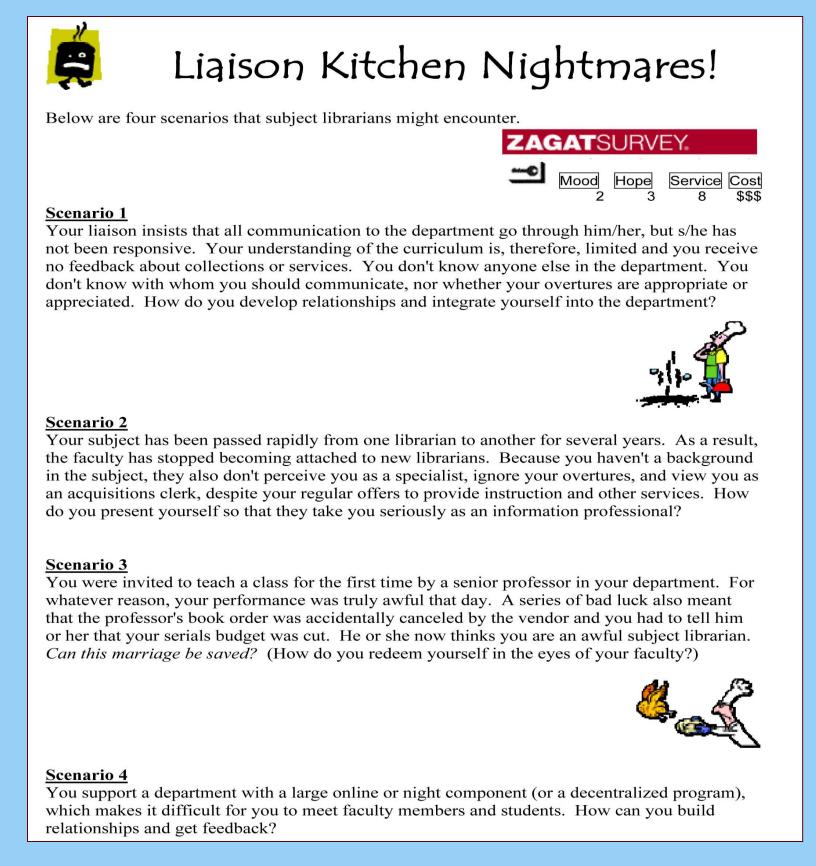




Art librarian
Catherine
Essinger
supplemented
promotional gift
bags with playdoh and other
fun items for
her art
professors.

Business and
economics librarian
Loretta Wallace
souped up her
services with
customized webpages,
online tutorials, and a
facebook page. So
popular were her
efforts that she was
given a consulting
space within the
business college itself.





A group problem solving exercise at the workshop allowed the librarians work collectively on the challenges they reported in the environmental scan and identify solutions.