

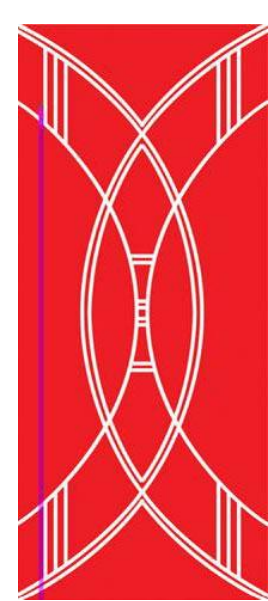
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The Liaison Kitchen: Discover What's Cooking

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The Liaison Kitchen: *Discover What's Cooking* *University of Houston Libraries*



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*

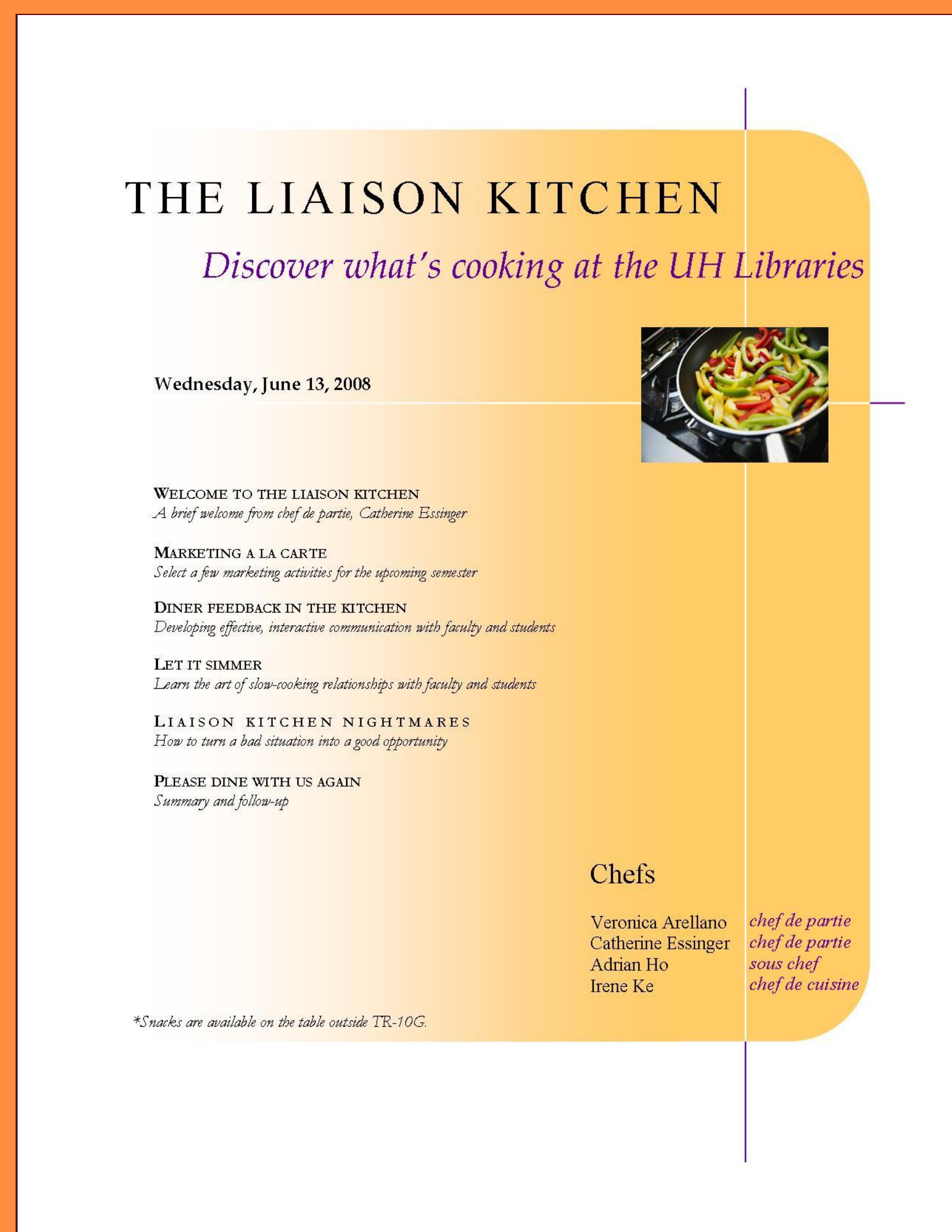
The scan determined what outreach methods had been most effective for UH subject librarians.

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.

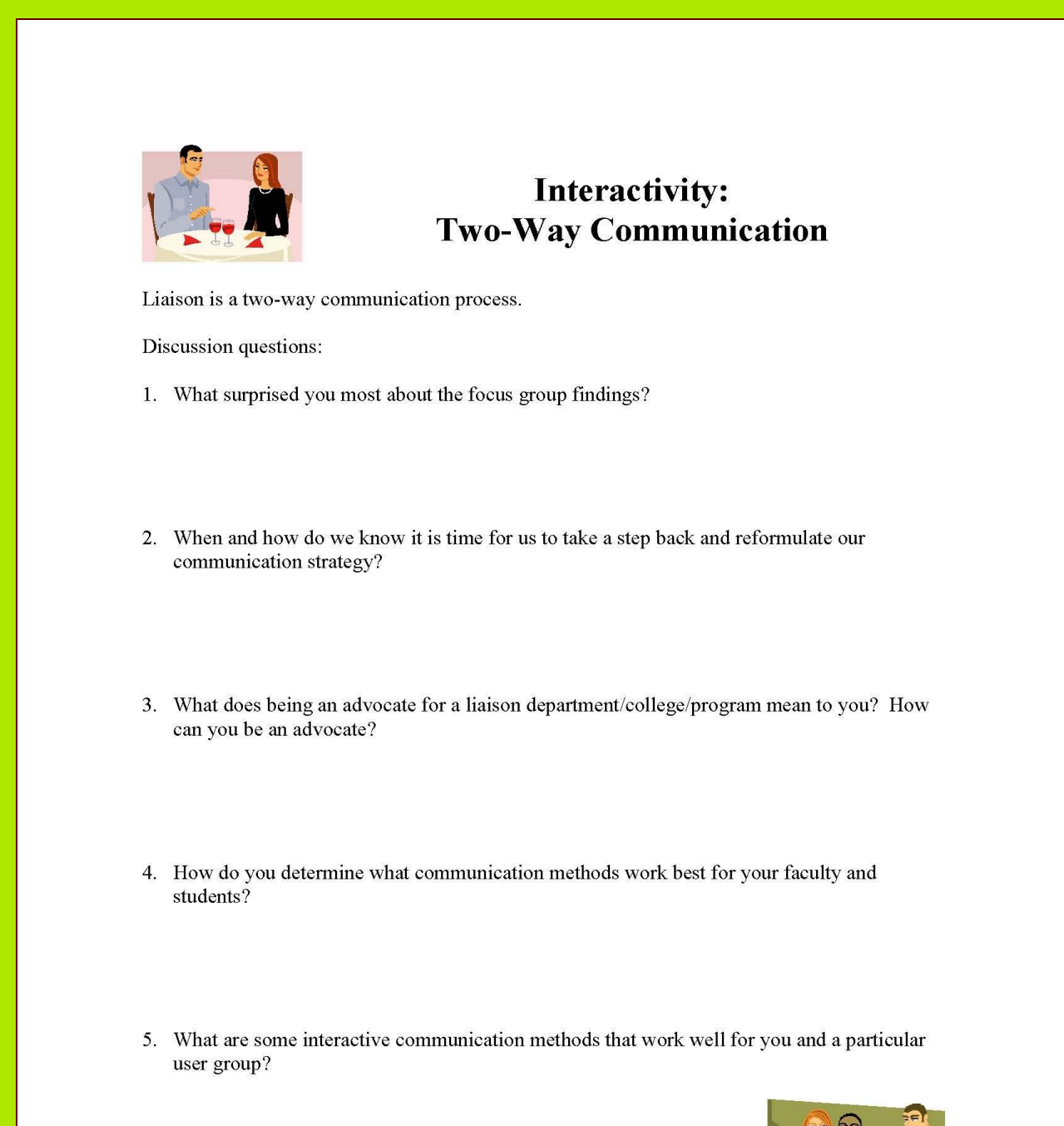
Entrees: *Workshop content*

I. Communication Methods:

What works?	Librarian	Undergraduates	Graduates	Faculty
Communication Methods				
Direct, Personal Interaction	😊	💡	😊	Happy hour instead 🕒
Emailing Messages	😊	😞	😞	😊
Newsletter/ Flyers	😊	😞	😞	From liaison librarian only
Blogs & Wikis	😊	😞	😞	??
The Web		On dept site 😊	On dept site 😊	
Online tutorials		😊	😊	😊

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



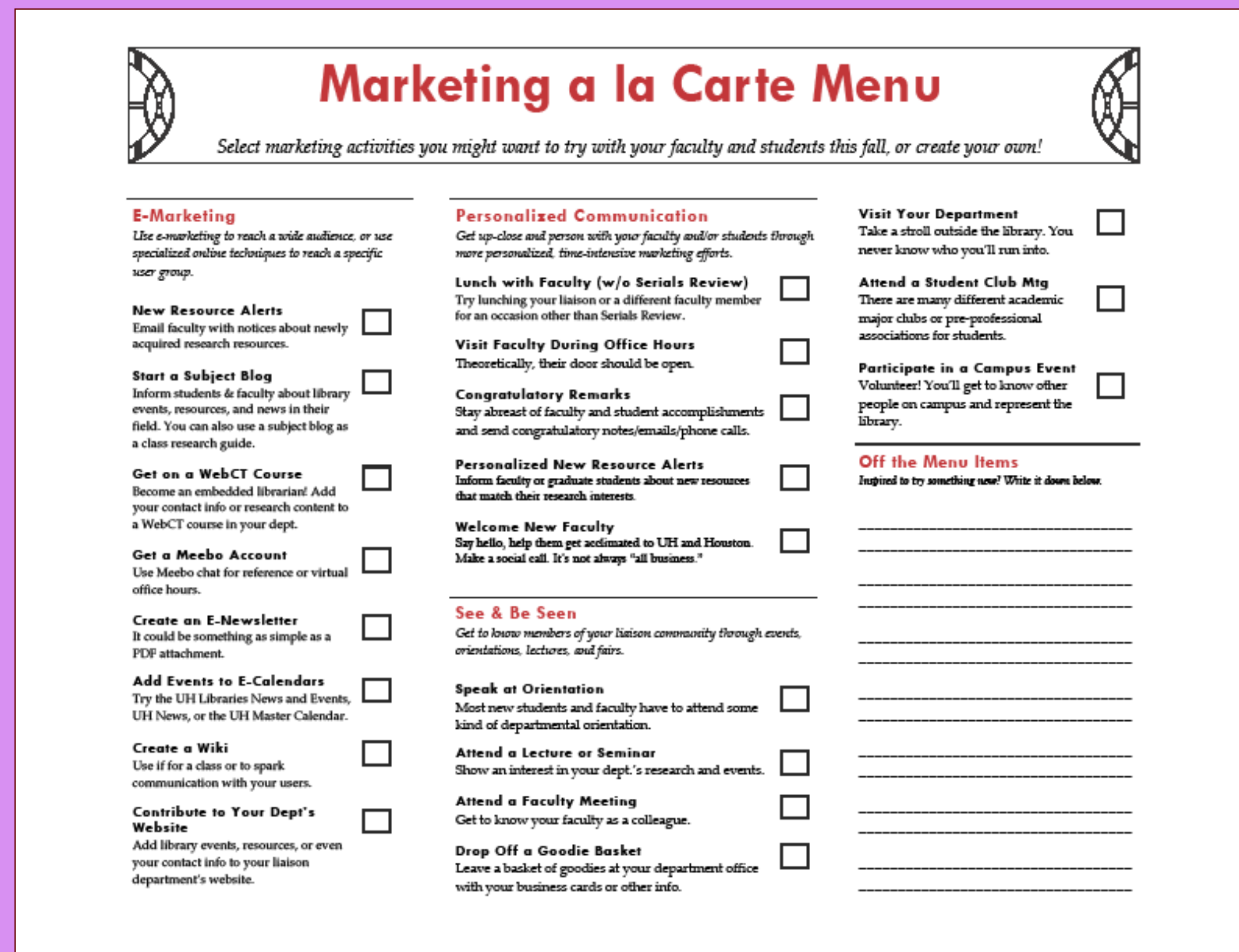
The workshop leaders facilitated a discussion that let librarians learn from one another's experiences and brainstorm solutions.

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.



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



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 you should always create a well and gradually add wet ingredients by stirring from the center. Eggs and sugar can cause a chemical bond when forced together suddenly. Gravy can alter the consistency of the mixture in that it will be slightly changing the chemical consistency of each mixture. When adding eggs to a sugary batter, for example, add a little butter to the egg first and stir to incorporate. This gently alters the chemical composition of the whole egg without the damaging the consistency. The egg 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 your new procedures, but what you've carried over.

White chocolate mousse

9 ounces white chocolate chips
1 cup heavy cream
1 egg white
1/4 teaspoon peppermint extract
6 fresh mint leaves
Heat the chocolate over a double boiler until it melts, stirring gently with a spoon every now and then. You may also place it in 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.
Chill until setting. Decorate with a mint leaf atop each.

Menu for feedback



Desserts: *Post-workshop projects* *& Mitigating Kitchen Nightmares*

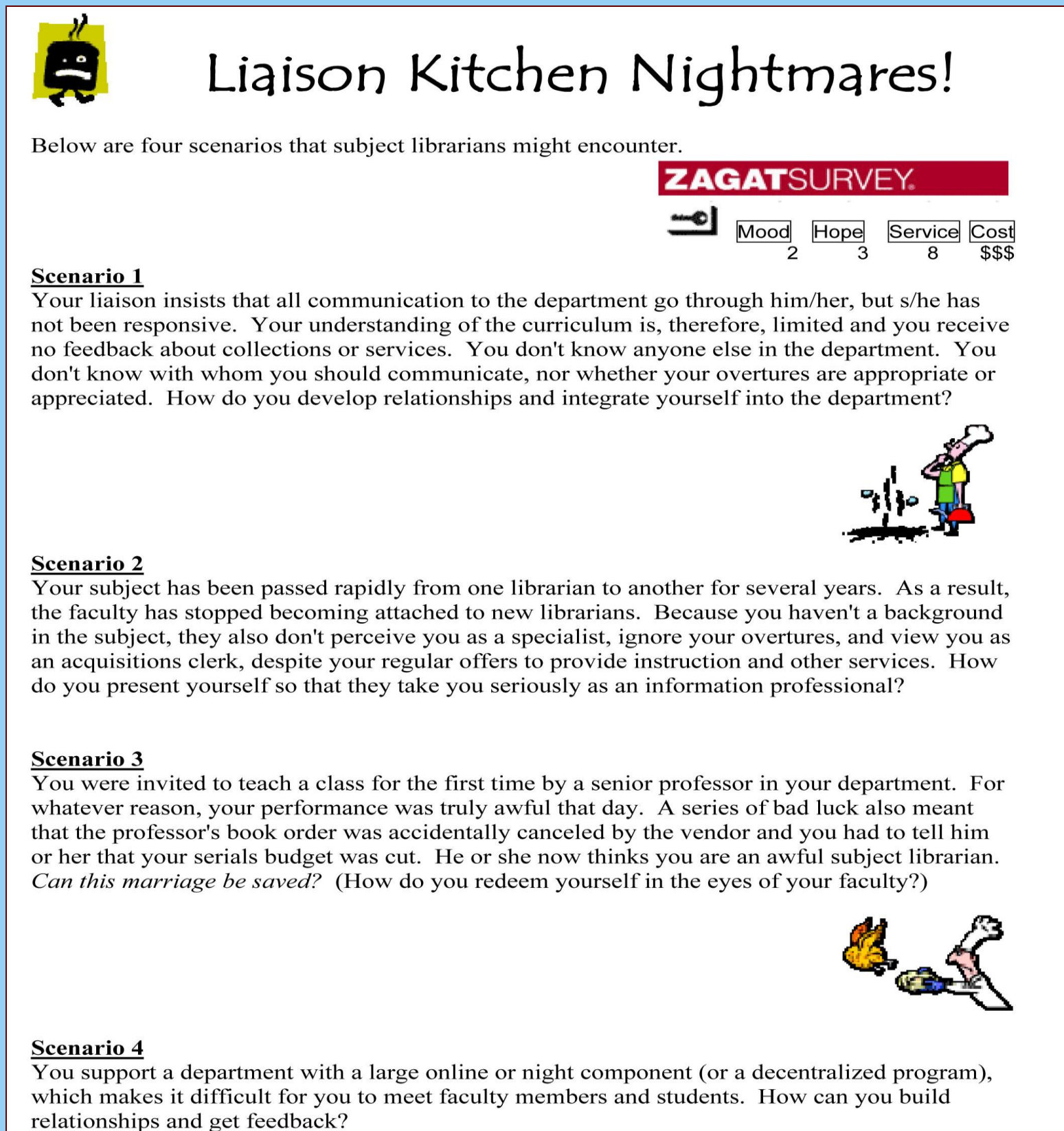
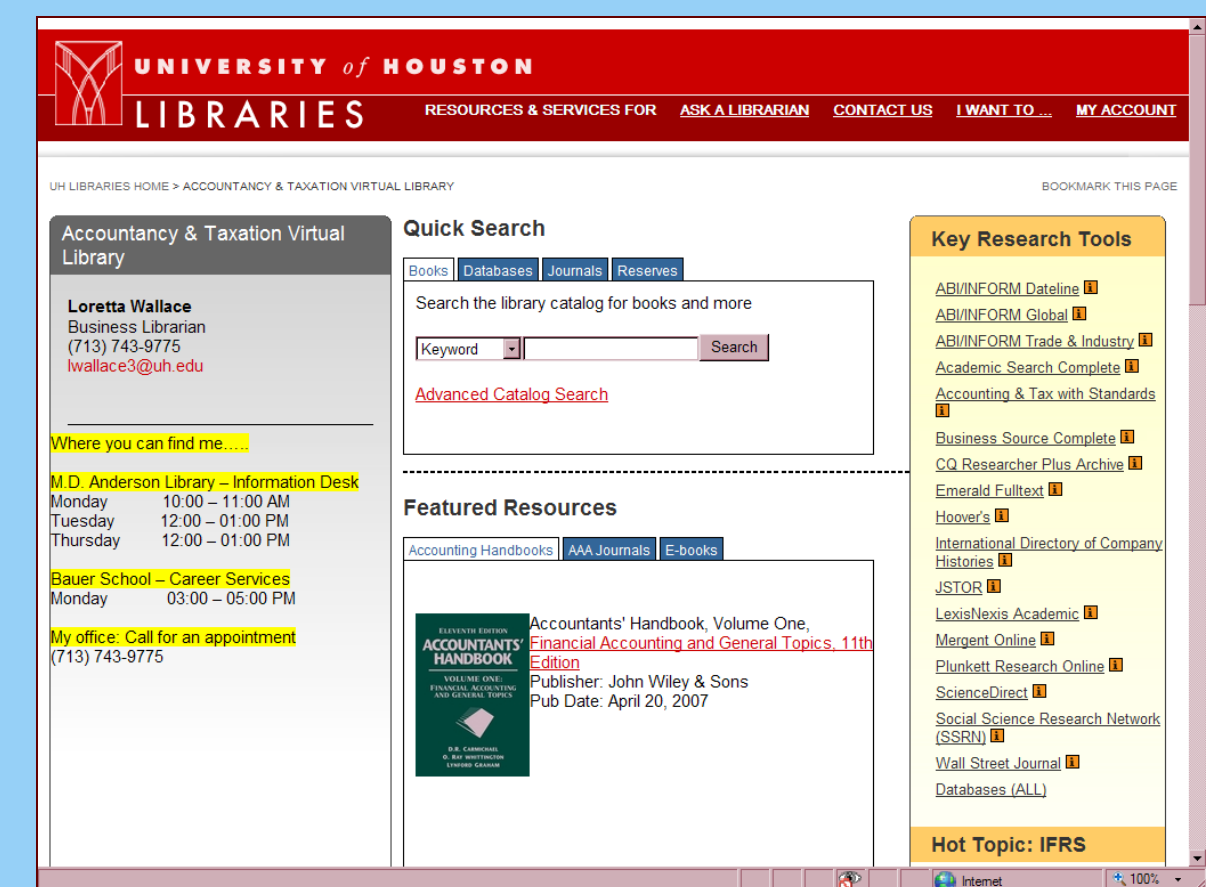
The UH liaisons have been busy this year.

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 play-doh 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.