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Not Enough Cooks in the Kitchen: Balancing Quality and Speed in Services

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Not Enough Cooks in the Kitchen: Balancing Quality and Speed in Services

Travis Clamon, Ashley Sergiadis, Jennifer Young
East Tennessee State University
https://www.freevector.com/juggling-chef-vector-25481
Recipe for: Faculty Profiles
From the Kitchen of: Digital Scholarship
Enter data manually
Enter data semi-automatically
Check copyright
Search for works online
Collaborate with faculty
Promote profiles

Identify
Evaluate
Adjust
Services
Resources, activities, and programs provided by the library

Tasks
Actions taken by employees to make the services happen
Exercise 1: Write services and tasks on recipe card.

<table>
<thead>
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<th>Task</th>
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Recipe for: Instruction

From the Kitchen of: Research & Instruction

Contact or be contacted by instructor

Schedule session(s)

Prepare for session

Teach session

Conduct session evaluation

Report session data (assessment)

Answer follow-up questions
Let’s Evaluate the Menu

<table>
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<tr>
<th>The Waldorf Astoria 1959</th>
<th>Limberlock Lodge 1959</th>
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</table>
Dunkin Donuts cuts 10% of menu

- The company’s goal is to streamline the menu and “enhance speed of service and in-store operations” because consumer research has found that customers “have told us that our menu was too complex and confusing.”

Photo by Zomato: https://www.zomato.com/rotorua/dunkin-donuts-rotorua-central/menu

Chili's cuts 40% of its menu

• “we think we're at a moment with this category, with the tremendous headwinds it's facing, where less is truly more.”
• "While we were chasing new platforms, we were losing our credibility on what built us,” - Steve Provost, CMO
Let’s Evaluate the Menu

• When is the last time you evaluated your services?
• Restaurants = Regular Basis

**External:**
• Customer Demands
• Changes in Food Prices

**Internal:**
• Profit
• Popularity
• Preparation
Customer Demands

• 2018 National Restaurant Association Outlook
• Fast Convenient Affordable Meals – Chef Inspired
• Independents
• Clean Menus
• Simplicity – Back to basic classic dishes

Evaluation Criteria

Time
How much time does the service consume?

Monetary
How much money does the service cost?

Usage
How much is the service used?

Feedback
What has been the feedback about the service?
Evaluation Criteria

**Time** *(Preparation)*
How much the time does the service consume?

**Monetary** *(Price)*
How much money does the service cost?

**Usage** *(Demand / Popularity)*
How much is the service used?

**Feedback** *(Profit / Value)*
What has been the feedback about the service?
Group Discussion: Discuss with your table other evaluation criteria. Write them on the post-it easel pad.
Evaluation Criteria from Discussion

• Does or can the service work with another service on campus?
• Who else in the community provides this service?
• Does the service reach the population with the biggest impact?
• Is the service part of the core services? If not, are the basic services being met first?
• What is the time it takes to do a service and how many people are reached by that service?
• Does the brand/mission/strategic plan of the library fit with the service?
• Is the service a pet project of the staff?
• Does the library have available resources to support the service?
• Are the staff adequately trained in providing this service?

• What is the cost per attendee for the service?
• What is the value or perceived value of the service to the institution at large?
• How relevant is the service?
• Is it expected for the library to provide the service?
• Can the service be outsourced?
• What is the impact of the service to other library departments?
• Do the community/audience needs or demands align with the service?
• Should this service be measured based on impact or numbers (quality or quantity)?
• If there is positive feedback, should the service be expanded?
• Can the service be adjusted? Consider giving trial periods to allow for gradual modification of the service.
Exercise 2 (Step 1): Based on the evaluation criteria, arrange your services from best to worst.
Exercise 2 (Step 2): Place the bottom two services on the chopping block.

Go to www.menti.com
Use code 351310
What's on the chopping block?

- Library of Things
- Seed Lending Library
- Nonfiction displays Drop in tech help
- AskChat
- Gift books
- Video tutorials
- Fixed reference service
- Proctoring
- Internal communications
What's on the chopping block?

- A la cart programming
- Selecting and ordering materials
- Cataloging
- Annual journal review for liaison departments
- Adding events to our website
- Displays
- LibAnswers
- Recording studio
- Usage statistics and laptop maintenance
- Course reserves Reference desk
What's on the chopping block?

- E-reserves
- Binding graduate theses.
- Libanswers
- Libguides not used
- Stand alone reference desk
- Adult drop in craft Board game club
- Class-based one-shot instruction
- Writing club Coding club
Shortening the Prep Time

- Empower your employees (Delegate!)
- Automate
- Outsource
- Downsize the service
- Simplify
- Get Organized!
Exercise 3: Discuss with your neighbor ways to save the services on the chopping block. Take back the recipes from the chopping block you think can be saved.

Go to www.menti.com
Use code 351310
Were you able to save your service(s)?

- Yes: 43%
- No: 0%
- Yes/No: 57%
How were you able to save your service(s)?

- Streamline
- Delegate
- Automate
- Decrease resources
- Promote
- Move rule in Outlook
- Change where it happens
- Streamline workflow
- Simplify
- Google forms
- Cutting one saved other
- From weekly to monthly
- Interns
- Ownership
- Merge service
- Add widgets
- Improve workflow
next step

Apply the concepts
Exercise 4: On a recipe card, write a service that you want to try.

Recipe for:

From the Kitchen of:
Not Enough Cooks in the Kitchen: Balancing Quality and Speed in Services

Log in to save this to your schedule and see who’s attending!

http://sched.co/CvGW

Community Notes

Do you find it hard to envision the future when you are struggling to keep up with the present? A reality in many libraries is high demand but limited resources. In this session, participants will develop a menu of current services offered in their position or department. After group discussions on criteria for evaluating services and shortening workflows, participants will eliminate one service and/or shorten its prep time in order to add a forward thinking service.

Presentation materials will be available after the conference at https://dc.etsu.edu/etsu-works/1489/