



Gatherings

Fall | Winter 2019



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New AVP of Library Services Chosen

We are excited to have Elizabeth Kiscaden, an experienced library services leader with more than 12 years in academic and medical settings, joining Creighton University on March 1, 2020, as the Assistant Vice Provost for Library Services.



She will come to Creighton from the University of Iowa, where for the last five years she has been the associate director of the National Network of Libraries of Medicine for the greater Midwest region and, previously, head of library services at the university's Hardin Library for the Health Sciences. In her role with the network, she oversees the Regional Medical Library, which serves the 10-state region in advancing the progress of medicine and improving public health through access to health information. She also is the administrator for a \$10 million grant that supports the Regional Medical Library.

Prior to her tenure at the University of Iowa, she was the library director at Waldorf College in Forest City, Iowa, for two years and the medical librarian at Mercy Medical Center – North Iowa in Mason City, Iowa, for five years. She holds a master's degree in library and information sciences from the University of Wisconsin – Milwaukee and a bachelor's degree from the University of Minnesota.

As Assistant Vice Provost for Library Services, Elizabeth will direct our library services and lead the development and merger of our undergraduate and health sciences library teams, playing a key role in reimagining the role of libraries and developing partnerships that support cross-disciplinary research, active learning, and scholarly collaboration. She will oversee innovative strategies to strengthen our library collections and resources, and champion a highly intentional complement of student services focused on the acquisition, curation and transmission of information.

Until Elizabeth arrives, Ryan Cameron, Assistant Vice Provost of Digital Experience will continue to manage library services. He has also been given additional responsibilities for leading our digital transformation of process, data integration, and innovation.

IT and Library Services Experience Déjà Vu

On November 18th, Provost Tom Murray announced the new Assistant Vice Provost for Library Services, Elizabeth Kiscaden. Included in his email was the revelation that she would report directly to him while Interim Vice President Russ Pearlman would begin reporting to Executive Vice President Jan Madsen, essentially separating the IT and Library functions once again.

In his message Dr. Murray also noted that Creighton had begun a nation-wide search for a new Vice President of Information Technology who can take Creighton's recent assessment findings and drive Creighton forward in achieving its vision for students, faculty, and staff.



myIT in the Cardiac Center

A new myIT service window has opened on the second floor of the Cardiac Center building. Hours are 8:00 am - 4:30 pm Monday through Friday (closing at noon for lunch). Like all myIT locations (e.g. RAL, Criss III 458) the staff can review a situation regarding your IT needs, or get a ticket started for a desk side visit if that is needed.



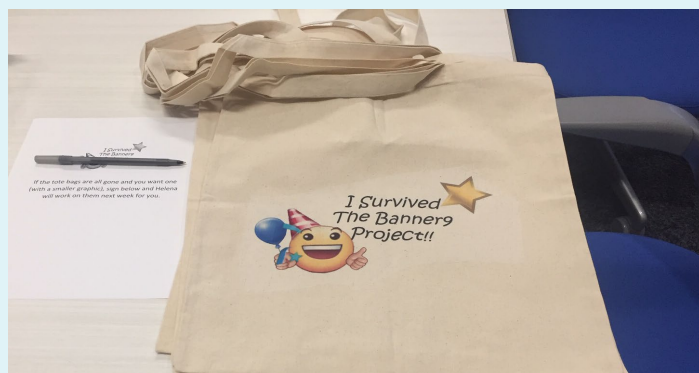
"Don't try to follow others' paths, yours can open all the needed doors."

Banner 8 "Retirement" Party

On Friday, October 4, 2019, an old friend retired from the University. Banner 8 has moved on to the sunny life of retirement and Banner 9 is here to move us to the next step forward.

Banner 9 has been running live since the end of April 2019. Most staff transitioned to Banner 9 right away while a handful continued with Banner 8. Everyone converted over to Banner 9 by the beginning of October.

Basic Banner 9 navigation training and other references are available on the Banner 9 resources page: <http://doit.creighton.edu/bannerresources>.



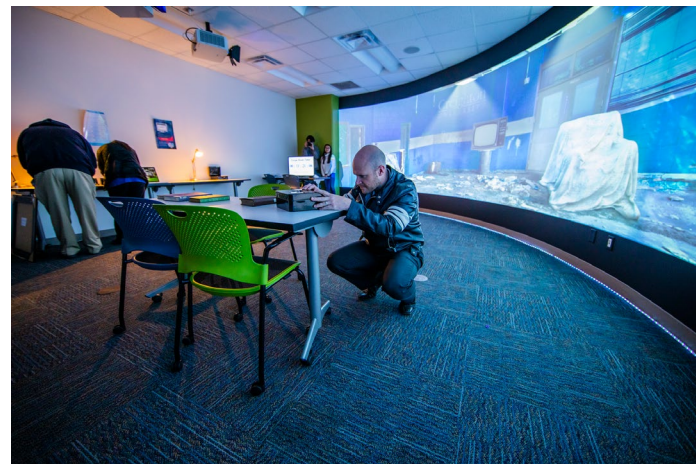
Escape Room

The RadLab and Division of Information Technology and Library Services (ITLS) student interns were asked to develop a fun and interactive way to share information with other students and staff and faculty. The Escape Room educated its trapped victims on Phishing Emails, Password Security, and General Cybersecurity tips. The student creators included Sarah Eulie, Cat Nakayenga, Cat Palmer, Nick Bocker and other RadLab interns who performed beta testing. Creighton students worked alongside Creighton full time staff Chad Bocker, Kathy Craig, Shelley Schafer, and Cherlyn Wilson, to advertise and make the Escape Room a reality.

The home of the Escape Room was “The Cave”, a room inside of the Reinert Memorial Library. This room has three projectors that work together to form one room sized curved screen. While participants went through the Escape Room, a video was projected on this screen, effectively immersing them into the story. If you would like to use “The Cave” or are interested in seeing how it works, ask the Reinert Memorial Library or RadLab staff for a demonstration of this spectacular space.

The Escape Room team received very positive feedback from participants. An attendee survey indicated that the Escape Room was quite challenging but also informative. Participants also expressed a desire to attempt the next Escape Room. The development team already has plans for more themes and scenarios. Watch for more opportunities in early spring to see if you can *ESCAPE* the next challenge!

If you missed out on the fall Escape Room and would like a chance to try it out, gather a team of 4 to 6 people and contact Shelley Schafer (shelleyschafer@creighton.edu).



Phoenix Campus Development

Creighton Today gave some great updates on the construction in Phoenix. This is what they said:

"Now that the site plan is completed, plans are moving forward with the construction of the new 200,000-square-foot building, which will eventually serve nearly 800 Creighton health sciences students.

The design of the building includes seven floors, with the main floor open to the community.

"It's kind of envisioned what happens when you walk into the Harper Center," Todero says. "The major thing in this particular area is there would be a community room.

How big it will be is still being discussed — we're hoping it will seat about 300, very much like the ballroom in Harper."

Todero says the space could be used for large interprofessional educational opportunities, but it would also allow the community to come in for some continuing health sciences education.

The upper floors in the project would be more secure, including an entire floor dedicated to simulation activities, as well as faculty offices and an anatomy lab.

The building is scheduled to be done in the fall of 2020 for the University to outfit, with the first students using the building in the summer of 2021."

Jumping In!

Please join me in welcoming our new employees to our ranks since our last issue. Stop by and introduce yourself!

- Alex Baker – Software Developer
- Zach Brown – System Administration Team
- Kathie McCann – Desktop Engineering Team
- Isaac Inkabi – Client Support Analyst
- Dustin Jones - Learning Environment Team
- Logan Bell - Client Support Analyst
- Catherine "Cat" Nakayenga – Solutions Analyst



Congratulations!

Outstanding Contribution Awards:

- Tobias Nownes
The Creighton Edge for Outstanding Partner
- Stephen Jergenson
Outstanding Individual

Promotions:

- Mason Farber promoted to Senior CSA
- Chris Vaverek promoted to Lead IT Architect

EasyVista Gets a Facelift

A breath of fresh air is coming to EasyVista! The latest upgrade to EasyVista known as “Oxygen” is coming on January 14th, 2020. The new release provides fewer clicks in a new friendlier user interface including:

- Quick ticket creation – guided step-by-step to complete the ticket
- Action timeline – will now be displayed next to the ticket information providing instant access to all the information you need.
- Each action can be edited directly from the timeline

Training will occur when we return from the holidays in January. Please contact Tabitha Weyer to sign up for one of the following sessions:

- January 2nd, 3rd, 6th, 7th, 9th or 10th
 - 8:30am – 10:30am
 - 11:30am – 1:15pm
 - 1:30pm – 3:30pm
- January 8th
 - 8:00am – 10:00am
 - 11:30am – 1:15pm



December Library Happenings

- ☐ Both Reinert and the Health Sciences Libraries are currently accepting “Food for Fines” through December 16th. Donate 1 non-perishable food item per dollar owed, up to \$10.00. All donations will be given to the Creighton Cupboard to help alleviate food insecurity here on campus.
- ☐ Finals Week “pick me ups” and Coffee with Canines: Sunday, December 8th through Wednesday, December 11th, there will be free coffee in RAL for a few hours each evening.

Shredding Event:

The second annual campus shredding event was held on Wednesday, October 9, 2019 from 7:30 a.m. to 1:30 p.m. The event, held in conjunction with Cybersecurity Awareness Month, had a new twist – paper and electronics were collected by DataShield associates as people pulled through the parking lot next to the Lied Performing Arts Center.

A total of 4,000 pounds of paper and 1,000 pounds of electronics were collected during the event.



Security Bytes

Although we just had a whole month dedicated to Cyber Security, we wanted to share some more tips for keeping your information safe. For more safety tips refer to:

<https://doit.creighton.edu/nscam-2019>

Have you changed your passwords recently? It's important to consistently be changing your passwords. This will help keep your accounts safe.

Do you read up on cybersecurity and learn about new threats and how to prevent them? There are frequent updates and changes to cybersecurity because of new threats; new forms of people getting your information and into your accounts. Make sure you are keeping up with the changes and educating yourself.



Spirit of St Francis “Community Partner” Sustainability Award for 2019

I am happy to announce that I was the recipient of the Spirit of St Francis “Community Partner” Sustainability Award for 2019 on Friday October 4th. There were four recipients this year, one student, two Faculty/Staff, and one Creighton Partner.



“I was selected for the award for the work I have done with IT and various departments using metrics and data to help them reduce their print usage, department costs, and overall carbon footprint. Throughout the past couple of years we have an ongoing Sustainability Campaign across the university reminding everyone the importance of sustainability.” – Jason Johnson, Program Manager, Bluejay Print and Post



Project Spotlight:



Two Factor Authentication

Information Technology
and Library Services (ITLS) is

implementing "two-factor authentication," or "2FA" for short. 2FA is an added security measure designed to ensure that you, and only you, are using your NetID and Blue password to access Creighton's online services, systems and resources.

Going forward, accessing virtual resources that are protected by a NetID and password will employ a "what you know + what you have" approach to cyber defense. It takes something you know (like your password or PIN) and combines it with something you have (like a number-generating smartphone app, SMS message or telephone call) in order to make your account more secure. For more information on Duo and our projected timelines, visit. <http://doit.Creighton.edu/duo> .

Mutual of Omaha IT Innovation Day

On November 6th, Mutual of Omaha held an IT Innovation Day, and the Radlab was invited to participate. Mark Panning, Senior Innovation Analyst, and Xuemei Ma, a graduate student research intern, presented at the event. Visitors were very interested in the use of augmented reality with nursing case studies as well as a demonstration of the 3D structure of a protein as viewed through the Hololens. So many questions were asked that Mark came back hoarse from the conversations, but possibilities arose for collaborations with groups outside of Creighton University.



Cameron Presents at National Conference

Ryan Cameron, assistant vice provost, Digital Experience, spoke at the [AI and the Connected Campus conference](#) in Orlando, Florida, November 3rd – 5th. The conference brought together education and industry experts on the leading edge of innovation, security and planning. Cameron presented two sessions, "Beyond the Hype Cycle, Examining the Practical Value of AI" and "Meet Generation Z, the First AI Natives."



Staff Attend ITIL Release Management and Testing Training

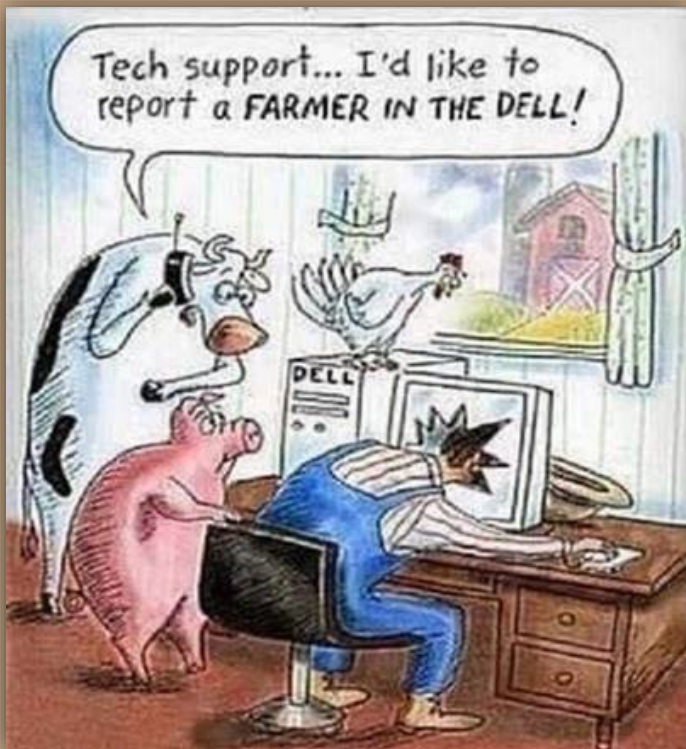
Two cohorts of ITLS staff attended a week-long Release Management and Testing Training focused on a deep level of understanding of ITIL processes and roles, how they are implemented and how they interact. The modular approach of the Intermediate Level modules allowed attendees to develop an ITIL specialism in release, control and validation methods. Attendees also sat for a 90-minute certification exam.

Attendees included: Ryan Cameron, JD Rummel, Becky Wymer, Liz Dross, Amy Hansen, Don Hoffman, Tabitha Weyer, Steve Maaske, Cindy Freese, Bryan McLaughlin, Vijayarangam Prabhakar, and Derek Horton.

An additional cohort will begin this training in late January.



Comedy Crack Ups



Division Holiday Happy Hour & Ugly Sweater Contest

Tuesday, December 17, 2019
3:00 to 5:00 pm

Bio-Information Center - 2nd floor (Sara's Place)



Who has the ugliest sweater?

*NOTE: You can park in the lot on the corner of 30th and Burt and walk across the street to BIC. Join your colleagues for some holiday cheer and share an appetizer. The sign-up sheet is located at <https://apex.creighton.edu/pls/apex/f?p=496>

Editors Corner



The Winds of Change

As I reflect on the past year within the Division, I can't help but think of other times of change in my life. Not too long ago I experienced an empty nest when my last daughter moved out, and I lost a job and friends that I'd had for more than two decades. I wasn't sure how life would work without a full house and a busy work life.

"I didn't sign up for this!" I thought. "What do I do now?"

What did I do? I pushed myself forward. I looked at the world through different lenses. I asked myself "what really matters" and I persevered. It wasn't easy. But once I let go of the old and focused on building my new reality, the light shined in. In that light I found Creighton and this team.

We experienced a loss of leadership this fall, and uncertainty filled its place. We've all felt it. Some of us just "go with the flow," but others on our team are apprehensive,

concerned, and yes, even a little angry. Help each other. Listen. Look for opportunities to improve.

As hard as it is, change is inevitable. It presents itself in different ways in our lives. Some changes are dramatic, mindboggling events. Other changes happen little by little and we don't notice until we are down the path and look back. But whatever change occurs is an opportunity to find a new direction. Change means learning, growing and achieving things we may think are impossible!