Gatherings

Fall 2018 Edition

Division of Information Technology and Library Services

FROM THE VICE PROVOST

Team:

A big thanks to the whole division for the well wishes on the arrival of Lisa and my first grandchild, Samuel. We are quite blessed, and I am so appreciative to work with such a thoughtful and family-oriented team.

Spending time with Samuel got me thinking about life in general and how the birth of a child brings a deep sense of renewal, a new beginning, if you will. This is life. Every change brings an opportunity for renewal, a new beginning, a new challenge, or a new way of seeing things.

Yes, change can be a bit scary and often inconvenient. Grandpa Brooks usually gets the 5 AM shift! Looking at the big picture though, the outcomes make it all worthwhile.

Whether it's the joy and responsibility of a new life or the transition of a service or process, I encourage all of you to search for the opportunities these changes bring us. It is my sincere hope that together, as a unified division, we will embrace the challenges the future has in store for us, and imagine, design, develop and implement new experiences that will bring delight to our students, faculty, staff and overall Creighton community.

With greatest joy and humility,

Tim Brooks

Vice Provost for Information Technology and Library Services
Creighton University (Go Jays!)

SPOTLIGHT ◗ InfoSec: Protecting and Educating

Everyday our campus information is under attack – cyberattack. Our very own Information Security Office helps to prevent the cyberattacks as well as data breaches and identity theft and aids the campus in risk management and security education. For a team of only four, that's a big job!

Since most data breaches start with an email and most email attacks rely on a person to activate it, either by opening a boobytrapped attachment or clicking a link to a malicious website, Info expanded campus-wide email protection. In September a new Proofpoint Email Gateway/Spam Filtering module called Targeted Attack Prevention (TAP) was added. TAP has detected and stopped approximately 8,000 emails that contained malicious attachments and links in just the past month.

After unintended sensitive information was shared via email last fall, the InfoSec office implemented SANS cybersecurity awareness training for faculty and staff. Twice a year new training modules are released to keep the campus educated on the latest cyber concerns. The Division of Information Technology and Library Services currently has a 93% completion rate as compared to the University completion rate of 52%.

To continue the awareness of cybersecurity, this year Creighton became a National Cybersecurity Awareness Month (NCSAM) Champion for the month of October. To highlight the event, Infosec sponsored a campus presentation by the FBI Cyber Crimes Division and a Breakfast Bytes presentation given by Bryan McLaughlin and Matt Fiscus on Information Security at Creighton. Additional activities for the month included a student video contest, a "shredding day" to dispose of confidential information, and security tips on social media.

Please stop and thank our InfoSec team: Brian McLaughlin, Matt Fiscus, Brian Bautista, and Mark Baumgartner for their perseverance and dedication to keeping us all cyber safe.

Recognition

Congratulations to the winners of the quarterly Outstanding Contribution Awards! Recipients were nominated by their peers for oustanding contributions to work completed in the Spring of 2018 and presented at the September Townhall. For full nominations details review the [townhall presention](#).

Professional Development

The following staff have achieved professional certifications in their areas.

- Susmita Pal
  Oracle Enterprise Manager Training

- Rick Longmeyer
  ITIL Foundations Certification

- Ken Escritt
  A+ Certification

- Don Hoffman
  Solstice Certification

- Brent Saltzman
  AVIXA Technology Specialist Certification

Spring 2018 Outstanding Contribution Awards

Outstanding Individual
Pictured: Tim Brooks. Gina Miller

Outstanding Team – Integrated Service Desk
Pictured: Debby Halstrom, Deb Sturgis-Kendall, Robert Aki, Nick Stuto, Tim Brooks (not pictured Devin Flint)

Outstanding Partner – Print Sustainability
Pictued Maureen Holstein, Belyna Bentlage, Mary Duda, Don Martin, Tim Brooks

Award **Winning** Librarians

Jim Bothmer, Associate Vice President and University Librarian was presented the Meritorious Service Award from the Nebraska Library Association at its annual meeting in Lincoln, Oct. 6th. The Meritorious Service Award is given annually to a person, corporation or organization which has contributed to the improvement of library services in a local community, county, region or state agency, or in a library legislation. Bothmer was recognized for his "steadfast leadership, which has contributed to the improvement of Library Services in Nebraska."

Cindy Perkins, Senior Librarian at CUMC-Bergan was presented the Barbara McDowell Award for Excellence in Hospital Librarianship from the Mid-Continental Chapter of the Medical Library Association (MCMLA) at its annual meeting in Omaha on Oct. 5. The award honors a chapter member who has made an outstanding contribution to hospital librarianship.
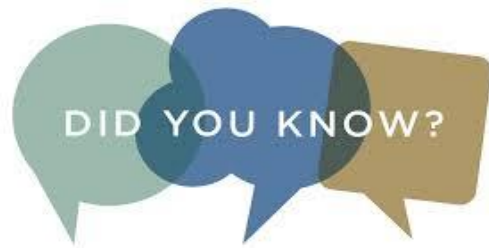
One Login, a World of Universities

Creighton University's Division of Information Technology and Library Services launched a new wireless network option for the campus community. Eduroam, a worldwide system of wireless networks, allows faculty, staff and students to securely access the wireless networks at participating academic and research institutions. By logging in with your Blue credentials at any participating campus, you will have the ability to access the eduroam network, connecting you to networks of partner institutions.

Having the ability to log in to a secure network as if you were at your own university alleviates a great deal of hassle when attending conferences or researching at other institutions. In turn providing an eduroam network offers this same convenience to our counterparts from partner universities when they visit the Creighton campus. For more information go to http://www.eduroam.org/where .

Welcome New Team Members

Please take time to welcome our new staff and make them feel part of the team!

- Terry Begley – Senior Client Support Analyst, HCOB
- Chad Brocker – Software Developer, RaDLab
- Kasey McCormick – Web Developer, Web Team
- Daniel Rahav - Data Scientist, Data Engineering
- Adam Robb - Client Support Analyst, HSIT Dental
- TJ Turner – Client support Analyst, Learning Environments
- Robyn Woods – Education and Outreach Coordinator
- Charan Gourishetty - Software Developer, Sharepoint

For **our own success** to be real, it must contribute to the **success of others**.

– Eleanor Roosevelt

DID YOU KNOW?

Library Resource Sharing

To increase resources, Creighton's libraries participate in a statewide information resource sharing consortium of nearly 100 libraries. This consortium freely shares articles, books, and other objects among themselves via the OCLC network. The Nebraska Library Commission subsidizes these loans so that any participating library does not have to pay for information. Lending libraries receive a small revenue as a good will gesture by the state.

Even though the number of requests filled by our Creighton library's (RAL and HSL) has declined as the collection has declined, we are still the third largest lending "library" in the state, exceeded only by the University of Nebraska – Lincoln and the University of Nebraska – Omaha. UNL loaned 948 items; UNO loaned 673 items; and Creighton filled 483.

Out of the **Box** and Upward

"We want there to be strong women in tech..."

Excerpts from this article were taken from Creigthon Today.

"It's like Christmas!" the young woman shouts as she pulls all the makings of a midsized computer from its box and lays before her a monitor, keyboard and mouse, trying to determine the next step.

"Are we building a computer?" someone else asks. "You are building a computer," confirms Kathy Craig director of innovation, research and development with the Creighton University RaD Lab.

Technically — Craig reminds the seven high-school women taking part in this summer's Upward Bound technology course hosted by Creighton and the RaD Lab — they've already built the computer. It's a box about the size of a deck of cards, called a Raspberry Pi.

In Week 4 of the five-week course, these young women have already had a master's course in creating hologram-like illusions and a photosphere, working with virtual and augmented reality, and getting a taste of design thinking. This next step is into a new lingua franca of their generation: the language of code.

In this, the second year Creighton and the RaD Lab have hosted the Upward Bound tech course, the University and the nationwide program agreed to put an emphasis on promoting women in technology fields.

Catherine Nakayenga, a master's degree student from Uganda studying business intelligence and analytics and working as a RaD Lab intern, is shepherding this younger cohort through the course and providing them with insight on what the tech world can look like.

"We want there to be strong women in tech," said Nakayenga, who worked as a software engineer after completing her undergraduate education. "And these are some amazing young women. I want to give them a little of what I've learned. I've been the only woman on a team, I've seen what the business is like. I can give them just a glimpse of that and show them that they also can do this."

CELEBRATING CUSTOMER SERVICE WEEK

Customer Service Week is an international celebration of the importance of customer service and of the people who serve and support customers on a daily basis.

In 1992 the U.S. Congress proclaimed Customer Service Week a nationally recognized event, celebrated annually during the first full week in October.

This year, the Division of Information Technology and Library Services celebrated Customer Service Week with all their frontline Client Support Analysts, Library Specialists, and student workers. Daily puzzles throughout the week were completed for prizes, banners and posters were displayed to celebrate the event, and certificates of appreciation were given to those that have displayed and continue to provide outstanding customer service. Recipients of the appreciation certificates are listed below. It was a fun week with excellent participation from all of our support staff.
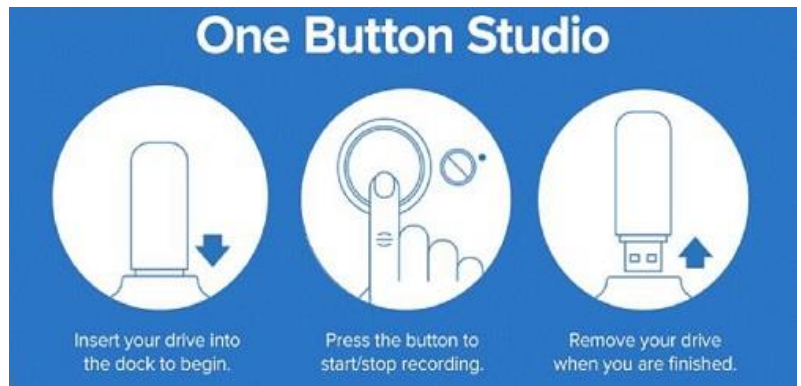
Certificate Recipients:

Students	Staff
Emma Campbell	Tim Farkas
Juliana Ellis	Rick Longmeyer
Kelly Kowalski	Sean Malone
Cory Young	Rob Whitsitt
Makinsie Budzik	TJ Turner
Kaylee Bluth	Tom Thibodeau
Holly Stokes	Scott Vannurden
Michael Yang	
Logan Bell	
Dylan Kishida	
Justin Burianek	
Lizzie Hudson	
Cole Klassen	
Arielle Solverson	
Kaulu Kahapea-Aquino	
Abby Rudigier	
Becca Powers	
Chelsea Riediger	
Ella Shupert	
Mary Raitt	

One Button Studio

Record in One . . .

Recording yourself for a presentation just got easier! The One Button Studio in the Health Sciences Library is a simplified video recording setup that can be used without any previous video production experience by faculty, staff or students. The design of the studio allows you to create high-quality and polished video projects without having to know anything about lights and cameras. You only need to bring your flash drive with you and push a single button. It comes with two options – laptop attached, or no laptop attached. When a laptop is attached, the screen of the laptop is captured in addition to a reduced image of the presenter(s).

The HSL One Button Studio is in remembrance of Sr. Raymarie Lickteig (former librarian at the Health Sciences Library, 1978-88). The Lickteig family generously donated funds to equip the One Button Studio.

Reserve time in the One Button Studio at http://www.creighton.edu/health/library/ or learn more about the One Button Studio by attending Breakfast Bytes at Lunch at noon on November 15th for a demonstration.

Congratulations on Your Promotion!

- Bryan Bowen – Data Scientist
- Becky Wymer - Head Librarian
- Brian Tuttle - Librarian
- Amy Hansen – Manager, Project Management Office
- Jordan Boetcher – RaDLab Manager
- Christian Burk – Manager, Solutions Development
- Ryan Cameron – AVP Digital Experience
- Kathy Craig – Director, Innovation R&D
- Jon Oregon – Senior Client Support Analyst
- David Ramcharan – AVP Digital Transformation
- Kelly Richards – Senior Decision Support Analyst
- Liz Dross – Director, Solution Development

FROM THE EDITOR

I'm excited to present our most recent newletter in a new format! This is our first use of the web application FlipHTML5 and I am very pleased with the results. In the future this application will be used for more visual representations of our "stories" to the campus, including an annual report and an external newsletter. If you're interested in the web application that created this flipbook go to http://flipHTML5.com, and please provide us with feedback on your experience.

You will also notice that in this issue I began adding a Spotlight story. By providing more in-depth information on a team, an event, or a project, I hope you feel more connected and share outside of the division. These stories help to illustrate the great work we do every day. Please feel free to submit an idea to me for a Spotlight story, even if you don't have all the details. What is it you wish you knew more about?

Until next time,
Shelley

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Division of Information Technology
and Library Services