Gatherings

Spring 2019 Edition

Creighton
UNIVERSITY

Division of Information Technology
and Library Services

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VP Message:

Team,

I am thrilled to see some sunny weather greet us as we settle into the spring term! Unfortunately, this break in the weather comes with the deep concerns we are feeling for our region and community. I have been praying for our fellow Nebraskans and others affected by the recent floods. If you have been affected by the flooding please know that the Creighton community is here to support you. Please do not hesitate to reach out to myself, a peer, or to Human Resources if you have a need. I am thankful for all the partnerships that make a community like ours thrive and help move our mission forward.

Along with the transformations that spring brings, I know many of you are eager to learn more about our own continual improvement plans and how our dedication to service transformation will complement the 2019 organizational assessment. The upcoming assessment of our division will provide us with expertise and experience, brining objectivity and another point of view. As a colleague of mine recently pointed out, "any organization worth their salt welcomes feedback". I couldn't agree more. In the past I have seen tremendous benefits from working with expert consultants as they can bring new clarity and perspectives to various challenges as teams are generally so focused on daily responsibilities and deadlines it can be hard to see all the possibilities.

I know that when many people hear the word "consultant" they may feel distrusted and morale can sometimes be negatively affected. Please know, I could not be prouder of this team! The assessment will involve a high-level of input from the team and everyone will be able to share insights and contribute to the evaluation. Because consultants often work with many different organizations, and may have helped navigate similar challenges and solutions, they can provide a point of view which may help us. I am counting on you all to shine just like you do every day and to participate with the process. The most admired universities are top performers because they consistently search for ways to make their best, even better. Feedback and input provide benefits for the division and for Creighton.

Your contributions to our success have truly been exemplified in our award recipients presented at the recent town hall. Please take a minute and congratulate your colleagues who won the Summer/Fall 2018 Outstanding Contribution awards: **Mark Panning, Luke Herdzina, Cory Goesch, Susmita Pal, Helena Whitaker, Brian Horn, Greg Bauer, Mark Baumgartner, Mark Ramet.**

I am truly lucky to work with each of you.

Spring is a season of renewal. We break through the snow, fresh and ready for our next challenge. As we tend to our work ahead, we stretch toward the sun and are ready to grow and bloom.

Tim Brooks
Vice Provost for Information Technology and Library Services

It seems easy sometimes to get lost in the "Creighton bubble," to be immersed in the culture of the campus. But that bubble extends far beyond Omaha. In Phoenix, Arizona, Darl Whitmer serves as Creighton University's IT liaison.

Whitmer, being new to Creighton, has had to learn to find the balance between understanding the processes of the University and implementing those standards and processes in Phoenix, an environment that requires flexibility. Whitmer's job, then, is to give IT support and guidance to the Phoenix CON, COM, and Alliance employees and students. Creighton Medical Programs are rapidly growing in [Phoenix], and that requires the ability to adapt University procedures to a fast-changing environment.

In general, Whitmer must be in two places at once, without being in two places at once. It is this duality that has allowed Whitmer to succeed as Lead Technologist in Phoenix and to provide consistent IT support for all those involved. As Creighton's presence grows in Phoenix, Whitmer will be there to continually fulfill IT needs.
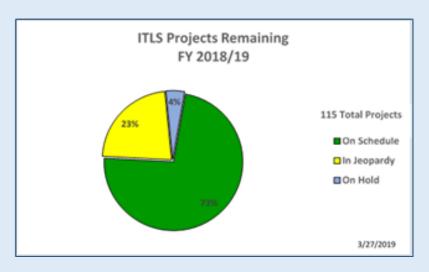
Testing Creighton's Tech

The 2ⁿᵈ Annual Technology Test Kitchen was held on Monday, March 4th in the Skutt Ballroom. Attendance for this year's event increased by more than 50% and featured fourteen tables with interactive demonstrations and "recipe" cards providing quick how-to guides on different technologies and tools. Lenovo, Cox Contour, Creighton's Teaching and Learning Center and the Reinert Library were among the groups that joined the event to highlight technology services and resources available for the Creighton community.

Other highpoints of the day included a lunch hour panel presentation by ITLS Senior Leadership on the state of IT and Libraries at Creighton and a door prize drawing for a new Lenovo laptop.

If you are interested in hosting a table and presenting at the Test Kitchen please contact Cherlyn Wilson or Shelley Schafer.
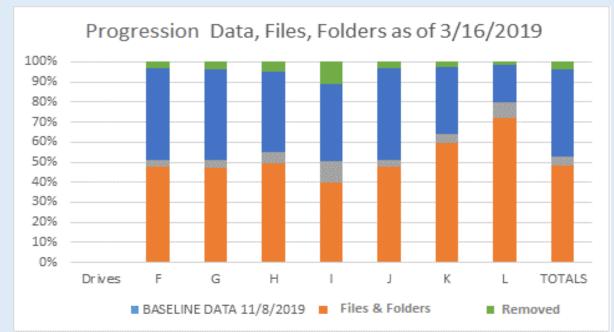
Projects at a Glance

The Division has 275 projects in the FY 18/19 project portfolio. Even with the extensive work needed for the disaster recovery in the past few months, 160 projects have been completed to date. Of the projects remaining until June 30th, 73% are considered on schedule.

Everyone take a bow! This is great progress.

Project Spotlight: Albatross Migration

Progression Data, Files, Folders as of 3/16/2019

Drives: F, G, H, I, J, K, L, TOTALS

- BASELINE DATA 11/8/2019
- Files & Folders
- Removed

ITLS is scheduled to retire "Albatross," Creighton's primary data storage server, in early 2020. Although there are alternative locations for the information, asking the campus to clean up data that may have been stored for years isn't an easy task. Project Manager, Lydia Levine is systematically wrangling this project by meeting with groups across campus and tracking the move or deletion of files. With the help of campus CSA's progress is beginning to reduce the 47 terabytes of data stored on Albatross. Currently the team has reduced this number by 7 terabytes

Albatross Migration

2019 Projected Moves by Area

1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
• Athletics	• Business	• Affirm Action	• Academic Affairs
• ITLS	• GPS	• EMS	• Admin Finance
• Pharmacy	• Human Resources	• Facility Mgmt	• Arts & Science
• SA (Recycle Items)	• IDS	• General Counsel	• Biology
	• ILAC	• Health Science & Library	• General Campus
	• Medicine	• ITLS/Health Science	• FHC
	• Mission & Ministries	• IPF	• Law
	• Teaching & Learning Center	• Library	• President's Office
	• UCOM	• Rank & Tenure	• Student Services
	• University Relations	• BlueLine	• Veteran Affairs
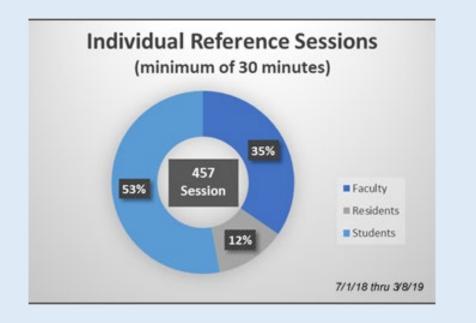
Creighton Libraries: More Than a Reading Nook

Creating the Next Generation Library

Most people today get their information online. They think that if a book isn't online, it doesn't exist. Although much of modern knowledge still exists only on the printed page, stored in libraries, our Creighton libraries are working to bridge this perception vs reality gap. They are working to improve comfortable reading and homework areas as well as group study spaces that encourage students to visit. At the same time our libraries have also increased electronic books, journals, and databases to almost 600,000.

Electronic Resource	Qty
ebooks /Electronic Titles	521,188
ejournal Subscriptions	57,419
Open Source ejournal Managed	20,000+
Electronic Databases	383

Individual Reference Sessions
(minimum of 30 minutes)

457 Session

35%
53%
12%

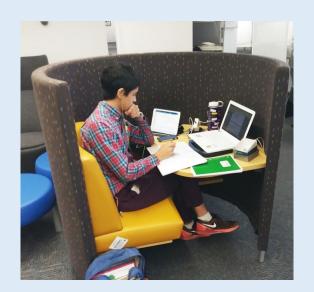■ Faculty
■ Residents
■ Students

7/1/18 thru 3/8/19

Reinert Library Refresh

At a time when technologies create both efficiency as well as forms of isolation, comfortable social spaces have become essential in the next generation library. The Creighton libraries are no exception. To help address this, the Digital Experience leadership team led by Ryan Cameron began a thorough review of the needs of the students in the Reinert Library last fall. The goal: invest in attractive, versatile furnishings that welcomes and encourages students to relax and study.

To help in the selection, furniture samples were available for students to provide input. Currently the orders of the most popular pieces are being calculated. The emphasis for the furniture is to improve space utilization and comfort while also increasing study space with an eye toward the future vision of the Creative Commons. Installation of new tables, chairs and study carrels is expected this summer.

Group study rooms in Reinert have been upgraded with acoustic foam to reduce noise and new paint. Wall mounted monitors each with a Solstice Pod for wireless presentation and screensharing from any device are on order. To expand use of the group study rooms for podcasting, a ball microphone and sound screen are available for checkout.

In addition to new furniture and technology, Reinert will add a small classroom/meeting space in the southwest corner of the second floor.

This space created by the modular space company Dirtt will be named the "Kingfisher Institute" room and be used by the institute for community presentations, etc.
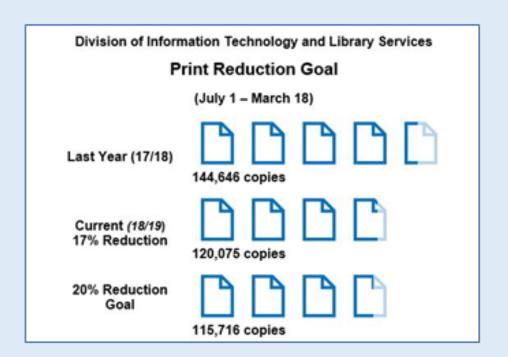
Moving Towards our Goal

Print Reduction Goal

The Division of Information Technology and Library Services (ITLS) has aligned itself with the Father Hendrickson's "Sustainable Creighton" initiative in transforming Creighton University into a sustainable digital University, capitalizing on technology to enhance its effectiveness. The campaign includes several strategies that will help us achieve an updated, more sustainable environment. As a start, Blue Jay Print and Post began providing quarterly statistics of campus-wide print usage and the associated environmental impacts.

In support of this initiative, VP Tim Brooks established a division-wide goals for ITLS this year with the aim to reduce printing by 20%. We are currently at 17%. Bravo!

To accomplish this goal, we need everyone's support. As a Division, we all strive to reduce our carbon footprint by the creating a more sustainable digital landscape for the campus. Now it's time to take another step towards continuous improvement and to, "Pause before you print!" By taking a moment to pause and remind ourselves of the impact printing has, we can better make appropriate decisions on when to print and when to lean on digital methods of communication.

Division of Information Technology and Library Services
Print Reduction Goal
(July 1 – March 18)

Last Year (17/18)
144,646 copies

Current *(18/19)*
17% Reduction
120,075 copies

20% Reduction Goal
115,716 copies

New Team Members

Welcome our new members to the team!

JoAnne Kathman – Application Administrator, Dental

Lydia Levine – IT Project Manager

Max McCoy – Software Developer

Rick Sweenie – Senior Software Developer

Darl Whitmer – Lead Technologist, Phoenix

Cory Young – Client Support Analyst
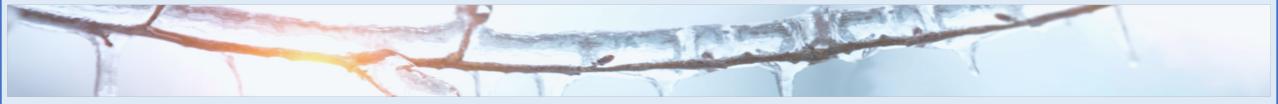
Apoorva Chaturvedi – Senior Product Manager

Winners!
Outstanding Contribution Awards

Congratulations to the winners of the Outstanding Contribution Awards!

Recipients were nominated by their peers for outstanding contributions to work completed in the Summer and Fall of 2018 and presented at the March Town hall.

For full nominations details review the [townhall presentation.](#)

Partner Contribution
Crystal Petersen
(below)

Team Contribution
Core Incident Response Team - Mark Baumgartner, Mark Ramet, and not pictured Greg Bauer, Cory Goesch, Brian Horn, Luke Herdzina, Susmita Pal, and Helena Whitaker (above)

Individual Contribution
Mark Panning
(above)

Congratulations!

The following staff have achieved professional certifications in their area

Ryan Cameron – IDEO Foundations in Design Thinking Certificate

Glen Cochennet – QSC Q-Sys Level-1 Certification and Zoom Meetings

Kathy Craig – IDEO Foundations in Design Thinking Certificate

Ken Escritt – Mersive Solstice Certification

Josh Nichols – QSC Q-Sys Level-1, Dante and AMX Networked AV Certifications

Brent Saltzman – Networking Technologies for AV Professionals

Anniversaries

On Tuesday, March 19th, thirteen members ITLS were recognized for their service to Creighton from The Division of Information Technology and Library Services.

Please take a minute to congratulate your colleagues!

Division Service Anniversaries

Dennis Woolman
40 Years

Richard Jizba
30 Years

Judi Bergjord
20 Years

Chris Wilmes
15 Years

Ken Escritt
10 Years

Cindy Freese
10 Years

Chris Vaverek
10 Years

Rob Whitsitt
10 Years

Mark Baumgartner
5 Years

Jordan Boetcher
5 Years

Amy Hansen
5 Years

Derek Horton
5 Years

Becky Wymer
5 Years

Spring Renewal Rituals

According to the calendar, spring has officially arrived. After a long winter, the birds are singing spring's arrival and we begin to think about how we can renew ourselves.

There's no better time than spring to re-prioritize, re-group or even re-invent ourselves.

Take a minute to check out these seven spring rituals found in [Psychology Today](#) to help you get started.

- Declutter your space – If you don't need something, get rid of it. Donate clothing and household items to a local charity.

- Clear mental and emotional clutter – Use the season of renewal as a reminder to get rid of things that are weighing you down and sapping your energy. Let go of the past. Commit to make decisions that you've put off. Think positively!

- Start a practice – A daily practice provides you a "time-out". Begin yoga or meditation. Walk instead of drive. Use stairs instead of the elevator. Change your route and your perspective!

- Begin something brand new – Spring is a time of new beginnings, so resolve to do something you've always wanted to do. Learn a new language. Take piano lessons. Volunteer.

- Spend time outdoors – Plant a garden. Visit a nature center or have a picnic. This provides connection to the earth.

- Take a trip – This could be a personal retreat for a weekend to reflect on life or a family vacation to reconnect from your busy lives.

- Simplify your life – Slow down or "streamline" your life. Reorganize your highest priorities and reevaluate your commitments. What do you value most in your life? What is the best way to use your time to create the life you want?

Editor's Corner:

About this Issue

With this spring edition of *Gatherings*, we have added the hard work of two fantastic interns, Dany Guerra and Dani Dross. If you see them in the hall, please take a minute to give them kudos for the newsletter and their work on the Technology Test Kitchen. Their efforts have been crucial to the Knowledge and Communication Team!

You may also notice a new column, *Projects at a Glance*, in this issue. Although the project funnel never stops, I wanted to make a space to highlight a new project in each issue along with an overview of how many projects are on the plate. This information helps to illustrate the great work that is done all year! Thanks to both Steve Jergenson and Lydia Lavine for helping with this information for this issue.
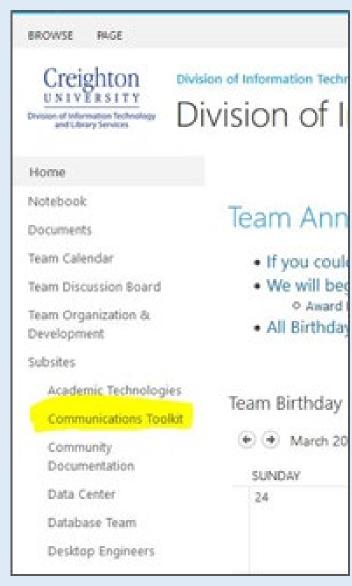
SharePoint Is NOT a Four-Letter Word

Interested in the latest org chart? Not sure how to format a "myIT-Alert"? Need a PowerPoint template for a presentation? When was the last time you looked at the Division resources in SharePoint? During my time with ITLS, I have been determined to transition content that is meant only for our staff away from our public website and into SharePoint and organized it into a Communications Toolkit.

My task is almost complete. Now it's time to see what all of you think and, what may be missing. You can access all the materials by visiting the ITLS division SharePoint site. Locating the **Communications Toolkit** under **Subsites** in the left menu.

Since this is still a work in progress, please provide me with your feedback. Thanks in advance for your help! Love it or hate it, Sharepoint really isn't a four-letter word.

Until next time,

Shelley

"If we had no winter, the spring would not be so pleasant.

– ANNE BRADSTREET

Winter is almost over, hang in there!

NO MATTER HOW

long

THE WINTER,

spring

IS SURE TO

follow

PROVERB

rolala loves

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If winter has
the courage to
turn into spring
who says I can't
bloom just the same?

- s.r.w
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