**Opening General Sessions** will be held at the conference hotel,Element Nashville Airportlocated at 2825 Elm Hill Pike, Nashville, TN.

Transportation will be provided in the form of Uber Vouchers.

# Monday, July 17

All times listed are Central Daylight Time.

|  |  |
| --- | --- |
| Time (CDT) | Session Title |
| 2:30 - 6:00 | Conference Registration Location: Element Nashville Airport Lobby |
| 3:30 - 5:30Hybrid -In-person & OnlineLaptop icon | Opening General SessionsRoom: Element Nashville Airport Conference RoomWelcomeAllen Huang, Local Host, Tennessee Resource Center for the Visually Impaired James & Mitake Burts, Keystone SystemsTraci Timmons, KLAS Users’ Group PresidentRoll Call of AttendeesTraci Timmons, KLAS Users’ Group PresidentJulie Klauber Award PresentationAndrea Ewing Callicutt, Keystone SystemsRecognition of the 2023 Julie Klauber Award Recipient.Keynote Address: Creative Flow & Collaboration - Harness Your Focus and Join Forces for SuccessIrene & JP WilliamsIn an increasingly virtual, fragmented world, how can leaders reclaim creative focus, and teams come together for collective success? Learn evidence- and experience-based strategies for individuals to get—and stay—in the zone, and cohorts to cooperatively innovate. Hit songwriter JP Williams and digital marketing entrepreneur Irene Williams, both certified life coaches, share practical, tactical insights…as well as a few original songs!…to inform, educate and inspire. |
| 5:30 - 6:30 | Break |
| 6:30 - 8:30**In-person Only**People at a round table icon | Welcome Reception - Hosted by Keystone SystemsLocation: Monell’s at the ManorFrom the Heart to the ChartOriginal Songs Written and Performed by JP WilliamsEnjoy tunes from this renowned Nashville singer-songwriter, including the three-week #1 “Best Shot” that launched the career of Jimmie Allen. |

**Tuesday sessions** will be held at the Tennessee School for the Blind. Transportation will be provided in the form of Uber Vouchers.

The **Networking Lounge** will be open in the school library **9:00 – 11:30** & **3:00 – 5:00**. This space is available for quiet one-on-one or small group networking discussions, remote work, and sensory recovery time.

# Tuesday, July 18

All times listed are Central Daylight Time.

|  |  |
| --- | --- |
| Time (CDT) | Session Title |
| 8:30 - 11:30 | Conference RegistrationLocation: TN School Front Lobby |
| 8:30 - 9:00 | Coffee with Colleagues Location: Auditorium Lobby |

## Tuesday Morning Hands-on Sessions

|  |  |  |
| --- | --- | --- |
| Time (CDT) | Track One | Track Two |
| 9:00 - 11:30In-person OnlyMeeting | Come & Go Hands-on SessionRoom: Computer Lab A206Care & Feeding of the ScribeGeorge Martell*, Keystone Systems*Learn how to troubleshoot, administer, and maintain your Scribe. Multiple generations of Scribe units will be available for demo and hands-on experience. | Hands-on SessionRoom: Computer Lab A158Patron Service 102 – KLAS Corner Cases Katy Patrick, Keystone SystemsIf you’ve learned the basics, but aren’t ready for administrator-level KLAS functions, this session is for you. Branch out from the every-day (without getting *too* advanced) in this hands-on session.10:15-10:25 BreakStart at Registration DeskTourTour of the Tennessee Resource Center for the Visually Impaired (TN RCVI)Allen Huang, TN RCVIParticipants are welcome to tour the newly renovated TN RCVI and learn how we envision using our space both now and in the future! |

|  |  |  |
| --- | --- | --- |
| 11:30 - 12:30 | LunchLocation: Cafeteria | Lunch |

## Tuesday Afternoon General Sessions

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| --- | --- |
| Time (CDT) | Session Title |
| 1:00 - 2:30Hybrid -In-person & OnlineLaptop icon | General SessionsRoom: AuditoriumState of KeystoneJames Burts, Keystone SystemsWhat has Keystone as a company been up to in the last year?New Features OverviewKaty Patrick, Keystone SystemsOverview of the changes to KLAS since the last Users' Conference. This review will touch on most of the significant developments. More detailed information and demonstrations will be offered in the New Features seminar.NLS UpdateDavid Perrotta, NLSJason Yasner, NLSThe NLS Report will include updates on a range of NLS initiatives including highlights of current services and future plans.Top 10 Customer Support QuestionsNancy Underwood Honeycutt, Keystone SystemsEver wonder what everyone else has been asking Keystone Customer Support? Come find out as Nancy shares some of the questions—and answers!—that have been passing through the support inbox. |
| 2:30 - 3:00 | Break  |

## Tuesday Afternoon Breakout Sessions

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| --- | --- | --- |
| Time (CDT) | LBPD Track | IRC Track |
| 3:00 - 3:50**Hybrid -In-person & Online**Laptop icon | Panel DiscussionRoom: AuditoriumCataloging… Keep Up or Keep Away?Maureen Dorosinski, Florida Braille & Talking Book LibraryDylan Calhoon, Kansas State Library, Talking Books ServiceThis session will explore how we can sustain our current cataloging practices with the increase in new titles. We will discuss our own strategies on adapting to these challenges and hope others will share theirs!  | SeminarRoom: Classroom A156New Features for IRCKaty Patrick, Keystone SystemsWant to learn more about one of the features highlighted in the general session earlier? Come to this session to learn more details, see demonstrations and ask questions about the new features in KLAS since our last conference. |
| 3:50 - 4:00 | Break | Break |
| 4:00 - 4:50Hybrid -In-person & OnlineLaptop icon | SeminarRoom: AuditoriumNew Features for LBPDKaty Patrick, Keystone SystemsWant to learn more about one of the features highlighted in the general session? Come to this session to learn more details, see demonstrations, and ask questions about the new features in KLAS since our last conference. | SeminarRoom: Classroom A156Connecting with APHKyle Honeycutt, Keystone SystemsAn overview of KLAS’ integration with APH, which will be used to submit orders and maintain the catalog of APH available products. We will also review of process to export census information into the APH required CSV format.Birds of a FeatherIRC & IMC*Allen Huang, TN RCVI*Best Practices for the IRC, an open discussion about configuration and workflow. This session will not be recorded to promote an open exchange of ideas. |

**Wednesday sessions** will be held at the Tennessee School for the Blind. Transportation will be provided in the form of Uber Vouchers.

The **Networking Lounge** will be open in the school library **9:00 – 11:30** & **12:30 – 5:00**. This space is available for quiet one-on-one or small group networking discussions, remote work, and sensory recovery time.

# Wednesday, July 19

All times listed are Central Daylight Time.

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| --- | --- |
| Time (CDT) | Session Title |
| 8:30 - 9:00 | Coffee with ColleaguesLocation: Auditorium Lobby |

## Wednesday Morning Hands-on Sessions

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| --- | --- | --- |
| Time (CDT) | Track One | Track Two |
| 9:00 - 11:30In-person OnlyMeeting | Come & Go Hands-on SessionRoom: Computer Lab A206KLAS Scavenger HuntKaty Patrick, Keystone SystemsHow well do you know KLAS? These scenarios will challenge you to undertake various tasks and explore parts of KLAS you may be less familiar with. Take it slow and ask questions of Keystone Staff as you get stuck, or compete for bragging rights and a prize against your fellow power-users. | Hands-on SessionRoom: Computer Lab A158Defining, Saving, and Sharing QueriesNancy Underwood Honeycutt, Keystone SystemsQuestions about Queries? Come get acquainted with setting up queries, saving them for later, and sharing them with colleagues.10:15-10:25 BreakHands-on SessionCatalog Spring CleaningMitake Holloman Burts, Keystone SystemsAre your catalog records covered in cobwebs? Wanting to dust off your Braille records to prep for eReaders or dive into your DB back-catalog to get them circulating again? Come learn strategies for tackling all of your catalog clean-up projects. |
| 11:30 - 12:30 | LunchLocation: Cafeteria | Lunch |

## Wednesday Afternoon Breakout Sessions

|  |  |  |  |
| --- | --- | --- | --- |
| Time (CDT) | Track One | Track Two | Track Three |
| 12:30 - 1:25Hybrid -In-person & OnlineLaptop icon | SeminarRoom: Computer Lab A206The Future of SerialsMitake Holloman Burts, Keystone SystemsWith the prospect of NLS libraries taking over MOC, how do we envision KLAS handling serials records and circulation? Let’s explore the possibilities and what the future might bring. | SeminarRoom: Computer Lab A158Implementing KLAS at TN RCVIAllen Huang, TN RCVIComprehensive case study of how KLAS is used at the TN RCVI for both inventory management, ordering, and conducting Federal Quota. | Birds of a FeatherRoom: Classroom A156Machines & EquipmentJesse McGarity, Virginia Beach Public Library – Accessible Resources & ServicesBring your machine and equipment circulation and technical support suggestions and questions to this informal discussion session. This session will not be recorded to promote an open exchange of ideas. |
| 1:25 - 1:35 | Break | Break | Break |
| 1:35 - 2:25Hybrid -In-person & OnlineLaptop icon | SeminarRoom: Computer Lab A206Learning about Local ProductionLisa Nelson, Utah State Library, Program for the Blind and DisabledMark Sachon, Library of Accessible Media for PennsylvaniansAlicia Eissler, Washington Talking Book & Braille LibraryCreating local audio and braille books is how we regionalize the NLS collection. Titles written by local authors or about local subjects are ways we bring regional variety to the NLS collection. Hear from Network Library production staff about how they create these important resources for our patrons. | Birds of a FeatherRoom: Computer Lab A158KLAS AdministratorsMichael Lang, Kansas State Library, Talking Books ServiceAre you the KLAS admin or expert at your library or IRC? If so, join us to ask questions and talk freely about the joys and challenges of overseeing KLAS at your organization. Chances are, the things you're thinking about with KLAS are also being thought about by others! This session will not be recorded to promote an open exchange of ideas. | Birds of a FeatherRoom: Classroom A156Readers AdvisoryJesse McGarity, Virginia Beach Public Library – Accessible Resources & ServicesHasHads, Series recommendations, Exclusions, and more! How do you get your patrons the best books for their interests, and what can you do for problem patrons? This session will not be recorded to promote an open exchange of ideas |
| 2:25 - 2:40 | Break | Break | Break |
| 2:40 - 3:20Hybrid -In-person & OnlineLaptop icon | SeminarRoom: Computer Lab A206A Multitude of MinisJohn Mugford & Sam Lundberg, New Mexico Library for the Blind and Print DisabledJohn Carpenter, Keystone SystemsThis fall, New Mexico LBPD embarked on an ambitious project, distributing Scribe Minis to public libraries across the state for patron self-service in their own communities. Hear how it got started from Sam, and the Scribe monitoring and statistics changes made by Keystone to track how it's going. | SeminarRoom: Computer Lab A158Adapting to a Changing EnvironmentJesse McGarity, Virginia Beach Public Library – Accessible Resources & ServicesLike many libraries, the Virginia Beach Public Library has had to adapt to numerous changes the past 2 years. From the switch to Duplication on Demand, to the move from one Room to another, we have had to remain agile and flexible through it all. This presentation will discuss the steps we took to ensure our staff and customers adjusted to the changes with relative ease, as well as some of the challenges we faced along the way and what was done to remediate the problems. | Birds of a FeatherRoom: Classroom A156CirculationKaitlyn Hodges, Virginia Beach Public Library – Accessible Resources & ServicesLet’s discuss circulation policies and workflows. What tips and tricks can you learn and / or share with your circulation colleagues? This session will not be recorded to promote an open exchange of ideas. |
| 3:20 - 3:30 | Break | Break | Break |
| 3:30 - 4:10Hybrid -In-person & OnlineLaptop icon | Panel DiscussionRoom: Computer Lab A206Programmed for SuccessLori Brown & Jami Livingston, Wolfner Talking Book & Braille LibraryBarnaby Camp & Kristine White, Georgia Library Service for the Blind and DisabledWolfner Library and other LBPDs will share how they deliver reading programs to their patrons, how they get patrons involved, and the variety of reading and other programs they offer. | SeminarRoom: Computer Lab A158No Substitute for SubheadingsMaureen Dorosinski, Florida Braille & Talking Book LibrarySarah Smedley, Palm Beach County Talking Book LibraryWhat do you do if your patrons are clamoring for a certain type of book, and the broad descriptors just aren’t doing it for you? You rely on subheadings! Hear how we collaborated and created a Gentle Romance category, and how subheadings like Cozy Mystery are being used in action every day to help fill those patrons needs. | Panel DiscussionRoom: Classroom A156A Library of Things: Circulating Non-Standard Machines, Equipment, & More!Kim Charlson, Perkins LibraryJesse McGarity, Virginia Beach Public Library – Accessible Resources & ServicesErin Groth, Washington Talking Book & Braille LibraryNon-standard machines and equipment, accessories, kits, games, and more make each organization's services unique. What kind of things beyond standard NLS machines and equipment do you lend? Come learn about the ways our libraries and IRCs are enhancing their service offerings with non-standard things! |
| 4:10 - 4:20 | Break | Break | Break |
| 4:20 - 5:00Hybrid -In-person & OnlineLaptop icon | SeminarRoom: Computer Lab A206Digitizing DocumentationKaty Patrick, Keystone SystemsDo you need to downsize your physical record storage? Learn about the possibilities for digitizing the patron’s application (and more?) to store as part of the KLAS record, and provide your feedback on this potential new feature. | SeminarRoom: Computer Lab A158Loaning Digital BrailleJames Gleason, Perkins LibraryRyan Gelskey, Washington Talking Book & Braille LibraryCome and learn about digital braille (e-braille). We will explore cataloging, patron services, as well as answer your questions. | Birds of a FeatherRoom: Classroom A156OutreachJesse McGarity, Virginia Beach Public Library – Accessible Resources & ServicesHow have your outreach efforts changed since the introduction of duplication and the eReader? Did COVID alter how you approach outreach? This informal discussion will explore these topics and more! This session will not be recorded to promote an open exchange of ideas |

## Wednesday Evening Events

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| --- | --- |
| Time (CDT) | Event |
| 5:00 - 7:00 | Break; Return to hotel |
| 7:30 - 9:30In-person OnlyMeeting | Cards & ConnectionsTry a new game or teach others an old favorite, while getting to know new colleagues & catching up with old friends.Location: Element Nashville Airport – Lobby |

**Thursday sessions** will be held at the Tennessee School for the Blind. Transportation will be provided in the form of Uber Vouchers.

The **Networking Lounge** will be open in the school library **9:00 – 11:00**. This space is available for quiet one-on-one or small group networking discussions, remote work, and sensory recovery time.

# Thursday, July 20

All times listed are Central Daylight Time.

|  |  |
| --- | --- |
| Time (CDT) | Session Title |
| 8:30 - 9:00 | Coffee with ColleaguesLocation: Auditorium Lobby |

## Thursday Morning Hands-on Sessions

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| --- | --- | --- |
| Time (CDT) | Track One | Track Two |
| 9:00 - 11:00In-person OnlyMeeting | Come & Go Hands-on SessionRoom: Computer Lab A206Exploring the WebOPACKaty Patrick & George Martell, Keystone SystemsThe new WebOPAC opens up possibilities for patrons to control their own service, with a more transparent view to the Service Queue and Duplication Orders, as well as a more powerful advanced search and other new features. Come have a look and provide your feedback. | Hands-on SessionRoom: Computer Lab A158Merging & Advanced QueriesMitake Holloman Burts, Keystone SystemsReady to take your queries and make them even more powerful? Learn more advanced query strategies and how to combine multiple queries to get exactly the results you need.10:15-10:25 BreakStart at AuditoriumTourTennessee Resource Center for the Visually Impaired (TN RCVI)Allen Huang, TN RCVIParticipants are welcome to tour the newly renovated TN Resource Center for the Visually Impaired and learn how we envision using our space both now and in the future! |
| 11:00 - 11:15 | Break | Break |

## Thursday Afternoon General Sessions

|  |  |
| --- | --- |
| Time (CDT) | Session Title |
| 11:15 - 1:30Hybrid -In-person & OnlineLaptop icon | General SessionsRoom: AuditoriumKLAS Users’ Group Business MeetingTraci Timmons, KLAS Users’ Group President, Washington Talking Book & Braille LibraryKLAS Users’ Group Business Meeting including committee reports, future conference Room discussion, etc. Agenda to be published prior to the conference.Answering your Parking Lot QuestionsKeystone StaffAs you have questions throughout the conference, we invite you to place them in the designated "parking lot." During this session, we will attempt to answer as many as time allows.Reconsidering CirculationMitake Burts, Keystone SystemsBased on circulation statistics gathered from a number of libraries, Mitake will present a birds-eye-view of changes to circulation patterns across the network of NLS libraries, and open a discussion on where the circulation may be heading next.Closing RemarksConference Adjourns |
| 1:30 - 5:30In-person OnlyMeeting | Networking ExcursionCountry Music Hall of FameTransportation will be provided from the School for the Blind to Downtown Nashville, where attendees can purchase lunch at their choice of restaurant before touring the Country Music Hall of Fame.  |