**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.

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| --- | --- |
| Time (CDT) | Session Title |
| 2:30 - 6:00 | Conference Registration  Location: Element Nashville Airport Lobby |
| 3:30 - 5:30  Hybrid - In-person & Online  Laptop icon | Opening General Sessions  Room: Element Nashville Airport Conference Room  Welcome  Allen Huang, Local Host, Tennessee Resource Center for the Visually Impaired  James & Mitake Burts, Keystone Systems  Traci Timmons, KLAS Users’ Group President  Roll Call of Attendees  Traci Timmons, KLAS Users’ Group President  Julie Klauber Award Presentation  Andrea Ewing Callicutt, Keystone Systems  Recognition of the 2023 Julie Klauber Award Recipient.  Keynote Address: Creative Flow & Collaboration - Harness Your Focus and Join Forces for Success  Irene & JP Williams  In 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 Systems  Location: Monell’s at the Manor  From the Heart to the Chart  Original Songs Written and Performed by JP Williams  Enjoy 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 Registration  Location: TN School Front Lobby |
| 8:30 - 9:00 | Coffee with Colleagues  Location: Auditorium Lobby |

## Tuesday Morning Hands-on Sessions

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| --- | --- | --- |
| Time (CDT) | Track One | Track Two |
| 9:00 - 11:30  In-person Only  Meeting | Come & Go Hands-on Session  Room: Computer Lab A206  Care & Feeding of the Scribe  George 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 Session  Room: Computer Lab A158  Patron Service 102 – KLAS Corner Cases  Katy Patrick, Keystone Systems  If 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 Break  Start at Registration Desk  Tour  Tour of the Tennessee Resource Center for the Visually Impaired (TN RCVI)  Allen Huang, TN RCVI  Participants are welcome to tour the newly renovated TN RCVI and learn how we envision using our space both now and in the future! |

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

## Tuesday Afternoon General Sessions

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| --- | --- |
| Time (CDT) | Session Title |
| 1:00 - 2:30  Hybrid - In-person & Online  Laptop icon | General Sessions  Room: Auditorium  State of Keystone  James Burts, Keystone Systems  What has Keystone as a company been up to in the last year?  New Features Overview  Katy Patrick, Keystone Systems  Overview 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 Update  David Perrotta, NLS  Jason Yasner, NLS  The NLS Report will include updates on a range of NLS initiatives including highlights of current services and future plans.  Top 10 Customer Support Questions  Nancy Underwood Honeycutt, Keystone Systems  Ever 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 Discussion  Room: Auditorium  Cataloging… Keep Up or Keep Away?  Maureen Dorosinski, Florida Braille & Talking Book Library  Dylan Calhoon, Kansas State Library, Talking Books Service  This 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! | Seminar  Room: Classroom A156  New Features for IRC  Katy Patrick, Keystone Systems  Want 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 - 4:50  Hybrid - In-person & Online  Laptop icon | Seminar  Room: Auditorium  New Features for LBPD  Katy Patrick, Keystone Systems  Want 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. | Seminar  Room: Classroom A156  Connecting with APH  Kyle Honeycutt, Keystone Systems  An 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 Feather  IRC & 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 Colleagues  Location: Auditorium Lobby |

## Wednesday Morning Hands-on Sessions

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| --- | --- | --- |
| Time (CDT) | Track One | Track Two |
| 9:00 - 11:30  In-person Only  Meeting | Come & Go Hands-on Session  Room: Computer Lab A206  KLAS Scavenger Hunt  Katy Patrick, Keystone Systems  How 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 Session  Room: Computer Lab A158  Defining, Saving, and Sharing Queries  Nancy Underwood Honeycutt, Keystone Systems  Questions about Queries? Come get acquainted with setting up queries, saving them for later, and sharing them with colleagues.  10:15-10:25 Break  Hands-on Session  Catalog Spring Cleaning  Mitake Holloman Burts, Keystone Systems  Are 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 | Lunch  Location: Cafeteria | Lunch |

## Wednesday Afternoon Breakout Sessions

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| --- | --- | --- | --- |
| Time (CDT) | Track One | Track Two | Track Three |
| 12:30 - 1:25  Hybrid - In-person & Online  Laptop icon | Seminar  Room: Computer Lab A206  The Future of Serials  Mitake Holloman Burts, Keystone Systems  With 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. | Seminar  Room: Computer Lab A158  Implementing KLAS at TN RCVI  Allen Huang, TN RCVI  Comprehensive case study of how KLAS is used at the TN RCVI for both inventory management, ordering, and conducting Federal Quota. | Birds of a Feather  Room: Classroom A156  Machines & Equipment  Jesse McGarity, Virginia Beach Public Library – Accessible Resources & Services  Bring 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 - 2:25  Hybrid - In-person & Online  Laptop icon | Seminar  Room: Computer Lab A206  Learning about Local Production  Lisa Nelson, Utah State Library, Program for the Blind and Disabled  Mark Sachon, Library of Accessible Media for Pennsylvanians  Alicia Eissler, Washington Talking Book & Braille Library  Creating 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 Feather  Room: Computer Lab A158  KLAS Administrators  Michael Lang, Kansas State Library, Talking Books Service  Are 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 Feather  Room: Classroom A156  Readers Advisory  Jesse McGarity, Virginia Beach Public Library – Accessible Resources & Services  HasHads, 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 - 3:20  Hybrid - In-person & Online  Laptop icon | Seminar  Room: Computer Lab A206  A Multitude of Minis  John Mugford & Sam Lundberg, New Mexico Library for the Blind and Print Disabled  John Carpenter, Keystone Systems  This 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. | Seminar  Room: Computer Lab A158  Adapting to a Changing Environment  Jesse McGarity, Virginia Beach Public Library – Accessible Resources & Services  Like 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 Feather  Room: Classroom A156  Circulation  Kaitlyn Hodges, Virginia Beach Public Library – Accessible Resources & Services  Let’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 - 4:10  Hybrid - In-person & Online  Laptop icon | Panel Discussion  Room: Computer Lab A206  Programmed for Success  Lori Brown & Jami Livingston, Wolfner Talking Book & Braille Library  Barnaby Camp & Kristine White, Georgia Library Service for the Blind and Disabled  Wolfner 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. | Seminar  Room: Computer Lab A158  No Substitute for Subheadings  Maureen Dorosinski, Florida Braille & Talking Book Library  Sarah Smedley, Palm Beach County Talking Book Library  What 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 Discussion  Room: Classroom A156  A Library of Things: Circulating Non-Standard Machines, Equipment, & More!  Kim Charlson, Perkins Library  Jesse McGarity, Virginia Beach Public Library – Accessible Resources & Services  Erin Groth, Washington Talking Book & Braille Library  Non-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 - 5:00  Hybrid - In-person & Online  Laptop icon | Seminar  Room: Computer Lab A206  Digitizing Documentation  Katy Patrick, Keystone Systems  Do 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. | Seminar  Room: Computer Lab A158  Loaning Digital Braille  James Gleason, Perkins Library  Ryan Gelskey, Washington Talking Book & Braille Library  Come and learn about digital braille (e-braille). We will explore cataloging, patron services, as well as answer your questions. | Birds of a Feather  Room: Classroom A156  Outreach  Jesse McGarity, Virginia Beach Public Library – Accessible Resources & Services  How 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 - 9:30  In-person Only  Meeting | Cards & Connections  Try 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.

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

## Thursday Morning Hands-on Sessions

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| --- | --- | --- |
| Time (CDT) | Track One | Track Two |
| 9:00 - 11:00  In-person Only  Meeting | Come & Go Hands-on Session  Room: Computer Lab A206  Exploring the WebOPAC  Katy Patrick & George Martell, Keystone Systems  The 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 Session  Room: Computer Lab A158  Merging & Advanced Queries  Mitake Holloman Burts, Keystone Systems  Ready 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 Break  Start at Auditorium  Tour  Tennessee Resource Center for the Visually Impaired (TN RCVI)  Allen Huang, TN RCVI  Participants 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

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| --- | --- |
| Time (CDT) | Session Title |
| 11:15 - 1:30  Hybrid - In-person & Online  Laptop icon | General Sessions  Room: Auditorium  KLAS Users’ Group Business Meeting  Traci Timmons, KLAS Users’ Group President, Washington Talking Book & Braille Library  KLAS Users’ Group Business Meeting including committee reports, future conference Room discussion, etc. Agenda to be published prior to the conference.  Answering your Parking Lot Questions  Keystone Staff  As 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 Circulation  Mitake Burts, Keystone Systems  Based 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 Remarks  Conference Adjourns |
| 1:30 - 5:30  In-person Only  Meeting | Networking Excursion  Country Music Hall of Fame  Transportation 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. |