Monday, May 7

5:00-7:00 PM	**Conference Registration – *TownePlace Suites Hotel Lobby***
6:30-7:00 PM	**Meet with other conference attendees and head to dinner in groups –** *TownePlace Suites Hotel Lobby*

Tuesday, May 8

8:30 AM-Noon	**Conference Registration – *Boise Downtown Library***
8:30-9:00 AM	**Coffee with Colleagues – *Boise Downtown Library, William F. Hayes Memorial Auditorium***
9:00-10:30 AM	**General Sessions – *William F. Hayes Memorial Auditorium (Hayes Auditorium)***

Welcome
James Burts, Keystone Systems
Stephanie Bailey-White, Idaho Deputy State Librarian
Sue Walker & Nancy Reese, Idaho Commission for Libraries, Talking Books Services
Craig Hayward, President, KLAS Users' Group

Julie Klauber Award Presentation
Teresa Kalber, Julie Klauber Award Committee Member
Andrea Ewing Callicutt, Keystone Systems
Nancy Reese, Idaho Commission for Libraries, Talking Books Services, 2018 Julie Klauber Award Recipient

Roll Call / Ice Breaker
Craig Hayward, President, KLAS Users' Group

Keynote Address
Ramona Walhof, Advocate and Author of books such as "Beginning Braille for Adults" (a teaching manual); "Questions Kids Ask about Blindness", "A Handbook for Senior Citizens: Rights, Resources, and Responsibilities"; and "Technical Assistance Guide for Employers"

10:30-10:50 AM	**Break**

TUESDAY, MAY 8

10:50 AM-Noon   **Breakout Sessions**

Birds of a Feather – *Hayes Auditorium*

Birds of a Feather (BoaF) brings attendees together around a facilitator. These sessions help make mole hills out of our mountains, and provide guidance through the thorniest topics. If no one answer is to be found, you will surely find support, good ideas, and camaraderie while you work together.

KLAS Administrators

Moderator: Craig Hayward, President, KLAS Users' Group
This casual session gives participants a chance to share practical KLAS admin tips and learn from colleagues.

Hands-on Training – *Gates Room*

Hands-On Training sessions allow participants to use a workstation to independently explore a specific function, task, or feature in KLAS. After a brief introduction to the topic, participants will proceed through exercises with Keystone trainers available to answer questions and provide feedback. Registration is required. Space is limited by how many students an instructor can effectively teach. If all the slots are filled, waiting list order is determined by your pre-registration request date.

KLAS 102

Katy Patrick, Keystone Systems
A "second semester class" for newer KLAS users.
You've gotten your feet wet and learned the basics. Ready for the next step? Find out what common profile settings really mean, learn some tricks for doing common tasks faster, and get up to speed in time for the more advanced break-out sessions.

Workshop – *Simplot Room*

Workshop sessions are presented by a Keystone and / or User instructor in a small group setting. Attendees are encouraged to ask questions throughout the session and may have limited opportunities to try the function or task on their own. These in-depth presentations of particular KLAS features and functions will demonstrate the cause and effect of employing different tools through the use of slides, live examples, and customer experiences. Registration is not required but is recommended. Space is limited by the number of classroom seats.

Troubleshooting PCC

John Carpenter, Keystone Systems
Has your library hit a roadblock in Patron Centric Cartridge implementation? Are you considering making the transition but need more information? Join us to delve more deeply into the work being done behind the scenes.

Noon-1:30 PM   **Networking Lunch with Colleagues** *(on your own)*

1:30-3:30 PM   ## General Sessions – *Hayes Auditorium*

Keystone Highlights from the Past Year

James Burts, Keystone Systems

What has Keystone as a company been up to in the last year?

New Features in KLAS

Nancy Underwood Honeycutt, 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 Workshop class on New Features.

Libraries Without Walls

James Gleason, Perkins Library

In 2015 the Perkins Library began an outreach program that would go on to become one of its most successful. The session will include how the program works, its problems, and stories.

3:30-3:50 PM   **Break**

3:50-5:00 PM   ## Breakout Sessions

Birds of a Feather – *Simplot Room*

Equipment

Moderator: Kimberly Tomlinson, Wisconsin Talking Book and Braille Library

This casual session gives participants a chance to share practical tips and learn from colleagues.

Hands-on Training – *Gates Room*

Analyzing Your Circ Stats

Mitake Burts, Keystone Systems

Tracked vs Consumable? Why does it matter what range of KLAS IDs to use? Keystone staff will help explain the terms, conditions, and the ins and outs of circulation.

Workshop – *Hayes Auditorium*

New Features in KLAS

Nancy Underwood Honeycutt, Keystone Systems

Want to learn more about one of the features Nancy quickly highlighted in the general session earlier? Come to this workshop to learn more details, see demonstrations and ask questions about the new features in KLAS since our last conference.

6:00-8:30 PM   ## Welcome Reception – *The Boise Depot*

Speaker / Entertainment: Gary Eller, Musicologist and Musician

Hosted by Keystone Systems

TUESDAY, MAY 8

WEDNESDAY, MAY 9

Wednesday, May 9

8:30-9:00 AM	**Coffee with Colleagues –** *Hayes Auditorium*
9:00-10:30 AM	

NLS focused General Sessions – *Hayes Auditorium*

NLS Report

David Perrotta, National Library Service for the Blind & Physically Handicapped
The NLS Report will include updates on a range of NLS initiatives including highlights of current services and future plans.

Beyond Static Collections: Looking Toward the Cloud

Panel Discussion Moderator: James Gleason, Perkins Library
What are libraries doing to help connect patrons with all those retrospective titles? Peach cartridges or green? What about that bookshelf feature? Come hear how libraries are serving patrons in an increasingly online environment.

IRC focused General Sessions – *Marion Bingham Room*

IRC / IMC Roundtable

Cyndi Hammonds, California Department of Education
Best Practices for the IRC, an open discussion about configuration and workflow.

KLAS WebOrder

Cyndi Hammonds, California Department of Education
John Carpenter, Keystone Systems
An overview of how the WebOrder module works including a demo of this product on the California IRC Training Database. This will be a joint workshop with representatives from Keystone and California.

10:30-10:50 AM	**Break**

10:50 AM-Noon   **Breakout Sessions**

Birds of a Feather – *Hayes Auditorium*

Instructional Resource / Materials Centers
Moderator: Cyndi Hammonds, California Department of Education
This casual session gives participants a chance to share practical tips and learn from colleagues.

Circulation
Moderator: Amy Ravenholt, Washington Talking Book & Braille Library
This casual session gives participants a chance to share practical tips and learn from colleagues.

Hands-on Training – *Gates Room*

Wrangling Your NLS Data (including BARD, NLS MARC Records, & PIMMS)
Nancy Underwood Honeycutt, Keystone Systems
Tame your NLS data problems in this hands-on workshop. Round up missing MARC records to resolve BARD Load errors, and wrestle NLS subjects into local subject codes. Search PIMMS to find the source of those maverick patron transfers, and import herds of Has Hads (no re-keying required). Even if this isn't your first rodeo, Nancy can show you how to save time and whip your database into shape.

Workshop – *Marion Bingham Room*

Using KLAS with Social Media
Craig Hayward, North Carolina Library for the Blind and Physically Handicapped
The how to's and the why's of social media. What makes for good social media posts? Come hear one library's experience using certain channels to build on its presence and create a regular feature for outreach and library news. Those who attend are welcome to share their own experiences.

Noon-1:30 PM   **Networking Lunch with Colleagues** *(on your own)*
Conference Planning Committees will meet during lunch.

WEDNESDAY, MAY 9

1:30-2:25 PM

Seminar Sessions

Seminar sessions are presented by a Keystone and / or User presenter in a small group setting. Attendees are encouraged to ask questions throughout the session but only the instructor has workstation access. These in-depth presentations of particular KLAS functions or topics make use of slides, live examples, and customer experiences to explore the defined topic. Registration is not required but is recommended. Space is limited by the number of classroom seats.

Seminar 1 – *Hayes Auditorium*
Fundraising or "Show me the Money!"
Moderators: Debra Martin, Brevard County Library Talking Books &
Chandra Thornton, Palm Beach County Talking Books
Join us for a panel discussion where we will explore essential tools necessary to break down the challenges you face finding funding for your library and creative budgeting tactics to survive on limited means.

Seminar 2 – *Marion Bingham Room*
Creative Community Collaborations in Outreach & Social Media
Andrea Ewing Callicuttt, Keystone Systems
Partnering with community organizations, libraries, and agencies to cross-market and expand your services can be fun, cost-effective, and beneficial. Learn about real examples of collaborative social media campaigns and outreach events. Share your experiences and brainstorm other ways to network and build partnerships in support of your library, your patrons, and your community.

Seminar 3 – *Gates Room*
Queue Up! Maximizing Your RS Queue
Katy Patrick, Keystone Systems
Erin Pawlus, Arizona Braille & Talking Book Library
The Reader Services Queue can be a valuable tool to find patrons who need service. For instance, automated messages can be sent when nightly processes did not find enough books to send. While this is a helpful feature, you don't even have to wait for KLAS to put the words in your mouth! Find out how to use the RS Queue to both capture those who slipped through the cracks, and to personalize service for patrons in a multitude of ways.

2:25-2:35 PM

Break

2:35-3:30 PM	**Seminar Sessions**

Seminar 1 – *Hayes Auditorium*
KLAS PCC in Idaho
Nancy Reese, Idaho Commission for Libraries, Talking Book Services
Experience the thrill of victory as the story of Idaho's PCC implementation is described and lessons learned are shared.

Seminar 2 – *Marion Bingham Room*
Serving Underserved Populations: Reaching Special Populations, the Young & the Young at Heart
Vincent Livoti, Vermont Department of Libraries, Library for the Blind & Physically Handicapped
Discuss best practices as it relates to reaching out to the underserved populations such as rural, young adult, children, and foreign language patrons within the Talking Books community.

Seminar 3 – *Gates Room*
KLAS KLEAN – Maintaing a Healthy Database
Craig Hayward, North Carolina Library for the Blind and Physically Handicapped
Nancy Underwood Honeycutt, Keystone Systems
Could your database use some clean-up? Learn the best way to efficiently keep it accurate and accessible. How to purge old records, spot errors and other problems that could cause issues. A guideline for when to do things based on experience.

3:30-3:50 PM	**Break**
3:50-5:00 PM	**Breakout Sessions**

Birds of a Feather – *Hayes Auditorium*
Readers Advisors
Moderator: Dianne Keadle, South Carolina State Library, Talking Books Services
This casual session gives participants a chance to share practical tips and learn from colleagues.

Hands-on Training – *Gates Room*
Using the KLAS Batch Manager to Run Reports
Katy Patrick, Keystone Systems
Discover how easy it is to use KLAS' Batch Manager to run reports when you need them and share them with others.

Workshop – *Marion Bingham Room*
Training Your Staff from the Ground Up
James Gleason, Perkins Library
How do you help someone learn to work in an LBPH? Is it any easier with a seasoned pro vs. a recent MLS graduate? What training resources are available to teach staff about their position and the technology they will be using such as KLAS? Come and hear how one library does it, and share your thoughts and ideas.

5:15 PM	**Tour of Idaho Comission for Libraries, Talking Book Service**
6:00 PM	**Evening on Your Own**

THURSDAY, MAY 10

Thursday, May 10

8:30-9:00 AM **Coffee with Colleagues** – *Hayes Auditorium*

9:00-10:30 AM **General Sessions** – *Hayes Auditorium*

KLAS Users' Group Business Meeting

Craig Hayward, President, KLAS Users' Group

KLAS Users' Group Business Meeting including committee reports, future conference location discussion, etc. Agenda to be published prior to the conference.

Back to the Future: The Next Generation of KLAS

Mitake Burts & James Burts, Keystone Systems

You don't need a flying DeLorean to discover future KLAS developments and possibilities—just join this session!

10:30-10:50 AM **Break**

10:50 AM-Noon **Breakout Sessions**

Birds of a Feather – *Hayes Auditorium*

Outreach

Moderator: Amy Ravenholt, Washington Talking Book & Braille Library

This casual session gives participants a chance to share practical tips and learn from colleagues.

Hands-on Training – *Gates Room*

Un-Packing Your WebOPAC

Katy Patrick & John Carpenter, Keystone Systems

Perhaps your library is considering an upgrade to KLAS WebOPAC v4. Maybe you have made the switch, but you're ready to spice it up with features like up-to-date news and staff picks. This session will guide you through the setup and configuration of your online catalog.

Workshop – *Marion Bingham Room*

While You Were Sleeping: The Nuts & Bolts of Nightly

Nancy Underwood Honeycutt, Keystone Systems

Would you like to demystify the nightly processes that aid in book selection? In this workshop, you will learn how to customize your settings and make periodic adjustments to better serve your patrons and increase circulation.

Noon-1:00 PM **General Sessions** – *Hayes Auditorium*

Using KLAS to Track Reading Program Consumables

Nancy Reese & Sue Walker, Idaho Commission for Libraries, Talking Book Services

Printing Pretty: Customizing Labels, Mailing Cards, Notices & Letters

Mitake Burts & John Carpenter, Keystone Systems

Closing Remarks

Craig Hayward, President, KLAS Users' Group

1:00 PM **Conference Adjourns**

2:00-5:00 PM **Networking Opportunity** with Keystone employees and KLAS users during optional afternoon excursion.

Hosted by Idaho Commission for Libraries Talking Book Services