



Opening General Sessions will be held at the conference hotel, **ELEMENT NASHVILLE AIRPORT** located at 2825 Elm Hill Pike, Nashville, TN.

Transportation will be provided to and from the Monday evening reception.

Monday, July 17

All times listed are Central Daylight Time.

TIME (CDT)	SESSION TITLE
2:30 - 6:00	<p>Conference Registration <i>Location: Element Nashville Airport – Lobby</i></p>
<p>3:30 - 5:30 HYBRID - IN-PERSON & ONLINE</p> 	<p>Opening General Sessions Welcome <i>Allen Huang, Local Host, Tennessee Resource Center for the Visually Impaired</i> <i>James & Mitake Burts, Keystone Systems</i> <i>Traci Timmons, KLAS Users’ Group President</i></p> <p>Roll Call of Attendees <i>Traci Timmons, KLAS Users’ Group President</i></p> <p>Julie Klauber Award Presentation <i>Andrea Ewing Callicutt, Keystone Systems</i> Recognition of the 2023 Julie Klauber Award Recipient.</p> <p>Keynote Address - Creative Flow & Collaboration - Harness Your Focus and Join Forces for Success <i>Irene & JP Williams</i> 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 <u>zone</u>, and <u>cohorts</u> 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. <i>Location: Element Nashville Airport – Conference Room</i></p>
5:30 - 6:30	<p>Break</p>
<p>6:30 - 8:30 IN-PERSON ONLY</p> 	<p>Welcome Reception - Hosted by Keystone Systems From the Heart to the Chart <i>Original Songs Written and Performed by JP Williams</i> Enjoy tunes from this renowned Nashville singer-songwriter, including the three-week #1 “Best Shot” that launched the career of Jimmie Allen. <i>Location: Monell’s at the Manor</i></p>

Tuesday sessions will be held at the **TENNESSEE SCHOOL FOR THE BLIND**. Transportation will be provided to and from the school (beginning and end of scheduled sessions only).


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
8:30 - 9:00	Coffee with Colleagues



Tuesday Morning Hands-on Sessions

TIME (CDT)	TRACK ONE	TRACK TWO
9:00 - 11:30 IN-PERSON ONLY 	Come & Go Hands-on Session Care & Feeding of the Scribe <i>John Carpenter, Keystone Systems</i> 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 Patron Service 102 – KLAS Corner Cases <i>Katy Patrick, Keystone Systems</i> 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 <i>too</i> advanced) in this hands-on session. 10:15-10:25 Break Tour Tour of the Tennessee Resource Center for the Visually Impaired (TN RCVI) <i>Allen Huang, TN RCVI</i> Participants 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	Lunch	

Tuesday Afternoon General Sessions

TIME (CDT)	SESSION TITLE
<p>1:00 - 2:30</p> <p>HYBRID -</p> <p>IN-PERSON & ONLINE</p> 	<p>General Sessions</p> <p>State of Keystone <i>James Burts, Keystone Systems</i> What has Keystone as a company been up to in the last year?</p> <p>New Features Overview <i>Katy Patrick, Keystone Systems</i> 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.</p> <p>NLS Update <i>David Perrotta, NLS</i> <i>Jason Yasner, NLS</i> The NLS Report will include updates on a range of NLS initiatives including highlights of current services and future plans.</p> <p>Top 10 Customer Support Questions <i>Nancy Underwood Honeycutt, Keystone Systems</i> 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.</p>
<p>2:30 - 3:00</p>	<p>Break</p>

Tuesday Afternoon Breakout Sessions

TIME (CDT)	LBP TRACK	IRC TRACK
<p>3:00 - 3:50</p> <p>HYBRID - IN-PERSON & ONLINE</p> 	<p>Panel Discussion Cataloging... Keep Up or Keep Away? <i>Maureen Dorosinski, Florida Braille & Talking Book Library</i> <i>Dylan Calhoon, Kansas State Library, Talking Books Service</i> 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!</p>	<p>Seminar New Features for IRC <i>Katy Patrick, Keystone Systems</i> 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.</p>
<p>3:50 - 4:00 Break</p>		
<p>4:00 - 4:50</p> <p>HYBRID - IN-PERSON & ONLINE</p> 	<p>Seminar New Features for LBP <i>Katy Patrick, Keystone Systems</i> 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.</p>	<p>Seminar IRC Census Updates <i>Kyle Honeycutt, Keystone Systems</i> Get more in-depth on development relating to the APH Census process, what your options are for Census workflows, and what's coming up next.</p> <p>Birds of a Feather IRC & IMC <i>Allen Huang, TN RCVI</i> 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.</p>


Wednesday sessions will be held at the **TENNESSEE SCHOOL FOR THE BLIND**. Transportation will be provided to and from the school (beginning and end of scheduled sessions only). 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 18



All times listed are Central Daylight Time.


TIME (CDT)	SESSION TITLE
8:30 - 9:00	Coffee with Colleagues


Wednesday Morning Hands-on Sessions

TIME (CDT)	TRACK ONE	TRACK TWO
9:00 - 11:30 IN-PERSON ONLY 	Come & Go Hands-on Session KLAS Scavenger Hunt <i>Katy Patrick, Keystone Systems</i> 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 Defining, Saving, and Sharing Queries <i>Nancy Underwood Honeycutt, Keystone Systems</i> 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 <i>Mitake Holloman Burts, Keystone Systems</i> 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	

Wednesday Afternoon Breakout Sessions


TIME (CDT)	TRACK ONE	TRACK TWO	TRACK THREE
12:30 - 1:25 HYBRID - IN-PERSON & ONLINE 	Seminar The Future of Serials <i>Mitake Holloman</i> <i>Burts, Keystone Systems</i> 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 Implementing KLAS at TN RCVI <i>Allen Huang, TN RCVI</i> 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 Machine Lending & Tech Services <i>Moderator TBD</i> Bring your machine 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		
1:35 - 2:25 HYBRID - IN-PERSON & ONLINE 	Seminar Learning about Local Production <i>Traci Timmons, Washington Talking Book & Braille Library</i> 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 KLAS Administrators <i>Michael Lang, Kansas State Library, Talking Books Service</i> 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 Readers Advisory <i>Jesse McGarity, Virginia Beach Public Library – Accessible Resources & Services</i> 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		
<p>2:40 - 3:20</p> <p>HYBRID - IN-PERSON & ONLINE</p> 	<p>Seminar A Multitude of Minis <i>Sam Lundberg, New Mexico Library for the Blind and Print Disabled</i> <i>John Carpenter, Keystone Systems</i> This fall, New Mexico LBPB 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.</p>	<p>Seminar Adapting to a Changing Environment <i>Jesse McGarity, Virginia Beach Public Library – Accessible Resources & Services</i> 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 location 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.</p>	<p>Birds of a Feather Circulation <i>Kaitlyn Hodges, Virginia Beach Public Library – Accessible Resources & Services</i> 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.</p>
3:20 - 3:30	Break		

<p>3:30 - 4:10</p> <p>HYBRID - IN-PERSON & ONLINE</p> 	<p>Panel Discussion Programmed for Success <i>Lori Brown, Wolfner Talking Book & Braille Library</i> 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.</p>	<p>Seminar No Substitute for Subheadings <i>Maureen Dorosinki, Florida Braille & Talking Book Library</i> <i>Sarah Smedley, Palm Beach County Talking Book Library</i> 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."</p>	<p>Panel Discussion A Library of Things: Circulating Non-Standard Machines and Equipment <i>Traci Timmons, Washington Talking Book & Braille Library</i> 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!</p>
<p>4:10 - 4:20 Break</p>			

<p>4:20 - 5:00</p> <p>HYBRID - IN-PERSON & ONLINE</p> 	<p>Seminar Digitizing Documentation <i>Katy Patrick, Keystone Systems</i></p> <p>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.</p>	<p>Seminar Loaning Digital Braille <i>James Gleason, Perkins Library</i></p> <p>Come and learn about digital braille (e-braille). We will explore cataloging, patron services, as well as answer your questions.</p>	<p>Birds of a Feather Outreach <i>Jesse McGarity, Virginia Beach Public Library – Accessible Resources & Services</i></p> <p>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.</p>
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Wednesday Evening Events

TIME (CDT)	EVENT
5:00 - 7:00	Break; Return to hotel
<p>7:30 - 9:30</p> <p>IN-PERSON ONLY</p> 	<p>Cards & Connections</p> <p>Try a new game or teach others an old favorite, while getting to know new colleagues & catching up with old friends.</p> <p><i>Location: Element Nashville Airport – Lobby</i></p>


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Thursday, July 20



All times listed are Central Daylight Time.

TIME (CDT)	SESSION TITLE
8:30 - 9:00	Coffee with Colleagues

Thursday Morning Hands-on Sessions

TIME (CDT)	TRACK ONE	TRACK TWO
9:00 - 11:00 IN-PERSON ONLY 	Come & Go Hands-on Session Exploring the WebOPAC <i>Katy Patrick & John Carpenter, Keystone Systems</i> 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 Merging & Advanced Queries <i>Mitake Holloman Burts, Keystone Systems</i> 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 Tour Tennessee Resource Center for the Visually Impaired (TN RCVI) <i>Allen Huang, TN RCVI</i> 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	

Thursday Afternoon General Sessions

TIME (CDT)	SESSION TITLE
<p>11:15 - 1:30</p> <p>HYBRID -</p> <p>IN-PERSON & ONLINE</p> 	<p>General Sessions</p> <p>Users' Group Business Meeting <i>Traci Timmons, KLAS Users' Group President, Washington Talking Book & Braille Library</i></p> <p>KLAS Users' Group Business Meeting including committee reports, future conference location discussion, etc. Agenda to be published prior to the conference.</p> <p>Answering your Parking Lot Questions <i>Keystone Staff</i></p> <p>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.</p> <p>Reconsidering Circulation <i>Mitake Burts, Keystone Systems</i></p> <p>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.</p> <p>Closing Remarks <i>Conference Adjourns</i></p>
<p>1:30 - 5:30</p> <p>IN-PERSON ONLY</p> 	<p>Networking Excursion</p> <p>Country Music Hall of Fame</p> <p>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.</p> <p><i>Return transportation to the hotel or airport will be left to the attendees to allow for flexible scheduling and the opportunity to explore downtown Nashville at their own pace.</i></p>