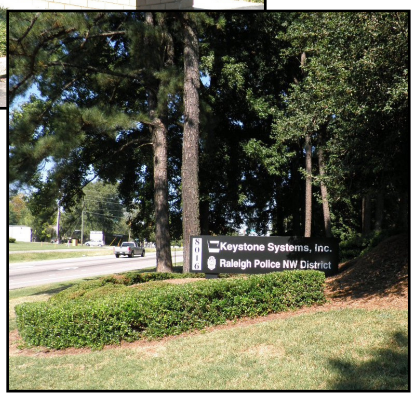
KLAS Users' Conference 2011

April 12-14

Digital Realities



Conference Location:

Keystone Systems

8016 Glenwood Ave., Suite 200
Raleigh, NC 27612
Phone**:** 800-222-98711 or 919-782-1143

Keystone Contact:

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Keystone Systems
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Accommodations:

Embassy Suites Crabtree
4700 Creedmoor Road
Raleigh, NC 27612
Phone: 919-881-0000

Conference Rate:

$92.00 / night + 13.75% tax
for Single or Double Suite
including a hot breakfast buffet and
free wireless internet throughout the hotel.

Reservations must be made before March 21, 2011.

KLAS Users' Conference Schedule Overview - DRAFT

	Tuesday	***Wednesday***	***Thursday***
8:30	Meet the Geeks Poster Session	Meet the Geeks Poster Session	Meet the Geeks Poster Session
9:00	Welcome Roll Call Julie Klauber Award Highlights of the Past Year Keynote	Digital Realities – Serving Real Patrons in a Digital World New Services from Keystone NLS Report	KLAS Users' Group Business Meeting Help Us Help You – Get the Most from Customer Support
10:00	10:30-10:50 Break	10:30-10:50 Break	10:30-10:50 Break
	Breakout Sessions	Breakout Sessions	Breakout Sessions
11:00			
12.00	**Lunch**	**Lunch**	WebOPAC Update WebOPAC Panel Discussion Closing Remarks
1:00	New Features in KLAS Serving the Hard to Serve Panel Discussion Top Ten Report	Wednesday PM Seminar Sessions	
2:00			Optional Activity: Thursday Afternoon at NCMA
3:00	3:00-3:20 Break	3:00-3:20 Break	
	Breakout Sessions	Breakout Sessions	
4:00			
5:00			
6:00	Welcome Reception hosted by Keystone Systems		
7:00			
8:00			

Legend:

General Sessions	Breakout Sessions	Optional Activities

Break out Sessions Overview - DRAFT

	Tuesday	*Wednesday*	*Thursday*
AM	Birds of a Feather: **KLAS Administrators** Large Meeting Room	Birds of a Feather: **Digital Realities** Small Meeting Room	Birds of a Feather: **Training Resources and Techniques** Small Meeting Room
	Seminar Class: **Faces Behind the Phone** Small Meeting Room	Seminar Class: **Query vs. Reports – Compare & Contrast** Large Meeting Room	Seminar Class: **Admin Training Review** Large Meeting Room
	Hands-on Training: **RS Queue** Training Room	Hands-on Training: **Exploring WebOPAC** Training Room	Hands-on Training: **Keyboard Shortcuts** Training Room
PM	Birds of a Feather: **Digital Magazines** Small Meeting Room	Birds of a Feather: **The SHELF Project** Large Meeting Room	NONE
	Seminar Class: **New Features in KLAS** Large Meeting Room	Seminar Class: **Overdue Notices** Small Meeting Room	
	Hands-on Training: **Queries - How to ask a question to get the answer you want** Training Room	Hands-on Training: **Equipment for KLAS Admins** Training Room	

	Wednesday PM Seminar Sessions
1:00-2:00	**Duplication on Demand -** Large Meeting Room
	Subject Headings Overhauls - Small Meeting Room
	Serials FAQs - Training Room
2:00-3:00	**The Pegaso Scanner** - Training Room
	RS Queue aka Rescue 411 - Small Meeting Room
	Training Resources and Techniques for Staff - Large Meeting Room

KLAS Users' Conference 2011 Preliminary Agenda

Monday, April 11

5:00 – 7:00 PM	**Conference Registration in the Embassy Suites Crabtree Lobby**

Tuesday, April 12

8:30 – 1:30 PM	**Conference Registration at Keystone Systems**
Poster Session	Large Meeting Room
8:30 AM	**Meet the Geeks Poster Sessions** Keystone Technical Staff An informal look at some of the more technical aspects of KLAS. Keystone programmers and developers present visual displays on various topics. Conference attendees are invited to browse each display, ask questions and converse one-on-one with the presenter.
General Sessions	Keystone Systems Large Meeting Room
9:00 AM	**Welcome** Kay Holloman, CEO, Keystone Systems Mitake Burts, Keystone Systems Stella Cone, President, KLAS Users' Group **Roll Call of Libraries Attending the Conference** Stella Cone, President, KLAS Users' Group Each attending library speaks briefly about what has been going on in the last year. **Julie Klauber Award Presentation** Kay Holloman, CEO, Keystone Systems Award Recipients: Teresa Kalber, Colorado Talking Book Library Dana Carter, State Library of Kansas, Talking Book Services **Highlights of the Past Year and Upgrades to KLAS** James Burts, Keystone Systems What has Keystone been up to in the last year? What major accomplishments have been achieved?
10:00 AM	**Keynote Address** Brian Charlson, Director of Computer Training Services, The Carroll Center for the Blind
10:30 AM	**Break**

Tuesday, April 12, cont.

Break out Sessions

10:50 AM	**Birds of a Feather: KLAS Administrators Meeting** Stella Cone, President, KLAS Users' Group	Large Meeting Room
	Seminar Class: Faces Behind the Phone Keystone Customer Service Staff If you are new to KLAS and / or the KLAS Users' Conference, we invite you to come meet the Keystone Customer Service Staff and pose questions.	Small Meeting Room
	Hands-on Training: RS Queue Pat Kirk, Keystone Systems FAQs, tips and tricks for using RS Queue to head off some of those pesky phone calls from patrons demanding service.	Training Room
Noon – 1:00 PM	**Lunch**	

General Sessions

Keystone Systems
Large Meeting Room

1:00 PM

New Features in KLAS
Nancy Underwood, Keystone Systems
Overview of the changes to KLAS since the last Users' Conference. This review will briefly touch on most of the significant developments. More detailed information and demonstrations will be offered in the Seminar class on New Features.

Serving the Hard to Serve Panel Discussion
Keystone Facilitators: Pat Kirk and John Owen
Panelists:
Dana Carter, State Library of Kansas, Talking Book Services
Craig Hayward, North Carolina Library for the Blind and Physically Handicapped
Dianne Keadle, South Carolina Talking Book Services
Meredith Wittmann, Wisconsin Talking Book and Braille Library
How to find and customize service for patrons that would otherwise fall through the cracks. With budgets tightening, how can you make KLAS do the work for you?

Top Ten Report
Mitake Burts, Keystone Systems
Report and discussion on the top issues and improvements for KLAS libraries.

3:00 **Break**

Tuesday, April 12, cont.

Break out Sessions

3:20 PM	**Birds of a Feather: Digital Magazines** Craig Hayward, North Carolina Library for the Blind and Physically Handicapped How are other libraries planning to offer digital magazines if NLS does not release digital magazines in the future? What strategy do you plan to use?	Small Meeting Room
	Seminar Class: New Features in KLAS Nancy Underwood, Keystone Systems In depth discussion and demonstration of features released in KLAS this year.	Large Meeting Room
	Hands-on Training: Queries – How to ask a question to get the answer you want Pat Kirk and John Carpenter, Keystone Systems Using a combination of seminar and hands-on techniques, this session will review how to convert a question into search parameters then help each attendee build and run a Query. Attendees are asked to submit potential query questions prior to the conference.	Training Room
6:00 – 8:30 PM	**Welcome Reception and Dinner** Hosted by Keystone Systems, Inc. Speaker: Mary Margret Daughtridge, Author	Keystone Systems

Wednesday, April 13

Poster Session

Large Meeting Room

8:30 AM

Meet the Geeks Poster Sessions
Keystone Technical Staff

An informal look at some of the more technical aspects of KLAS. Keystone programmers and developers present visual displays on various topics. Conference attendees are invited to browse each display, ask questions and converse one-on-one with the presenter.

General Sessions

Keystone Systems
Large Meeting Room

9:00 AM

Digital Realities –
Serving Real Patrons in a Digital World

Facilitators:
Elke Bruton, Oregon Talking Book and Braille Services
Meredith Wittmann, Wisconsin Talking Book and Braille Library

Panelists:
Mark McCluski, Andrew Heiskell Braille and Talking Book Library
Toni Harrell, State Library of Kansas, Talking Book Services

Before digital, all libraries were on a level playing field. Since digital, services offered vary in different states depending on budget/staff. BARD also makes a difference. Levels of service are differing. How are you doing? How has your program / service changed?

New Services from Keystone
James Burts, Keystone Systems

New services Keystone is providing to support KLAS libraries including:
SHELF (SHared ELectronic Files) Project
Address Validation / NCOA database
Electronic file hosting

NLS Report
Steve Prine, Assistant Chief, Network Division, National Library Service
Stella Cone, President, KLAS Users' Group

Presentation of questions asked of NLS by the KLAS Users' Group. Discussion of additional questions topics to address.

10:30 AM **Break**

Wednesday, April 13, cont.

Break out Sessions

10:50 AM	**Birds of a Feather: Digital Realities** Elke Bruton, Oregon Talking Book and Braille Services In the months (and years) leading up to the digital launch, many libraries had blue prints for how the new system was going to change service models. However, now that we're almost 2 years into the digital players and books, what does life in your library really look like? Have you made significant changes to your service model? Are you downloading books from BARD? Have you increased circulation? Registration? This session runs directly after the general session of the same name and is intended to give participants extra time to explore the topic.	Small Meeting Room
	Seminar Class: Query vs. Reports – Compare & Contrast Pat Kirk and John Carpenter, Keystone Systems Do you use both queries and reports to get information out of KLAS? Have you ever run both with similar parameters and noticed the results weren't the same? We'll explore the differences between the two and when you may want to use one over the other.	Large Meeting room
	Hands-on Training: Exploring WebOPAC Nancy Underwood and Dane Schuckman, Keystone Systems With the roll-out of the new WebOPAC, come experiment with the different features and options available now.	Training Room

Noon – 1:00 PM Lunch

Wednesday PM Seminar Sessions

1:00 PM	**Seminar Class: Duplication On Demand** Nancy Underwood, Keystone Systems Meredith Wittmann, Wisconsin Talking Book and Braille Library Discussion of features and techniques in KLAS to support workflow for Duplication on Demand (DoD).	Large Meeting Room
	Seminar Class: Subject Headings Overhaul Mitake Burts, Keystone Systems A few libraries have done recent overhauls on their subject headings or are taking more advantage of NLS cataloguing. What are the options, benefits, and drawbacks?	Small Meeting Room
	Seminar Class: Serials FAQs John Owen, Keystone Systems Answers to your most pressing serials questions: Is there a way to track copies of serials? Why are some things consumable and others are not? What is seed serials / service subscriptions? Can I import subscribers from one serial/medium to a new one?	Training Room

Wednesday, April 13, cont.

Wednesday PM Seminar Sessions

2:00 PM	**Seminar Class: The Pegaso Scanner** Marion Campbell and Brian White, Keystone Systems In 2009, Keystone added the Datalogic Pegaso Wireless Barcode Scanner as a scanning option for use with KLAS. The Pegaso scanner has been programmed by Keystone to allow collection of shelf and item barcodes disconnected from your workstation. To facilitate the use of this scanner within KLAS, we upgraded the Batch Checkin and Batch Circulation Maintenance functions to accompany this change. This session demonstrates ways to use the scanner, its software, and these batch-enabled KLAS functions to help you more effectively improve your workflow.	Training Room
	Seminar Class: RS Queue aka Rescue 411 Pat Kirk, Keystone Systems Everything you've ever wanted to know about RS Queue - what it is, how it works, and tips and tricks to make it easy to manage. If you've never used RS Queue or have questions about how to improve how your library uses it, this is the session for you.	Small Meeting Room
	Seminar Class: Training Resources and Techniques for Staff Nancy Underwood and Dane Schuckman, Keystone Systems The big day is here - you finally have hired a new employee. Along with the joy, there is also the worry. How will you get them up to speed on KLAS? What other competencies do you find helpful for staff to have? Discussion of training resources and techniques both provided by Keystone and library developed.	Large Meeting Room
3:00 PM	**Break**	

Wednesday, April 13, cont.

Break out Sessions

3:20 PM	**Birds of a Feather: The SHELF Project** Kim Charlson, Perkins Braille and Talking Book Library Update on the Locally Produced Titles now known as the SHELF (SHared ELectronic Files) Project. Brainstorming and discussion on topics such as cataloguing, subject coding, comments and ratings.	Large Meeting Room
	Seminar Class: Overdue Notices John Owen and Lee Higley, Keystone Systems Pitfalls & Options. New options in notices – how to set them up and send them out. Labels for non-free matter notice mailing. To Post or Not to Post....?	Small Meeting Room
	Hands-on Training: Equipment for KLAS Admins Nancy Underwood, Keystone Systems You don't check out equipment, but you supervise those who do. What do you need to know about the Equipment Module and equipment reporting to NLS?	Training Room

Thursday, April 14

Poster Session

Large Meeting Room

8:30 AM

Meet the Geeks Poster Sessions

Keystone Technical Staff

An informal look at some of the more technical aspects of KLAS. Keystone programmers and developers present visual displays on various topics. Conference attendees are invited to browse each display, ask questions and converse one-on-one with the presenter.

General Sessions

Keystone Systems
Large Meeting Room

9:00 AM

KLAS Users' Group Business Meeting

Stella Cone, President, KLAS Users' Group

Elke Bruton, Vice President, KLAS Users' Group

Business Meeting, Election/Nominations, Future Conference locations

Help Us Help You – Get the Most from Customer Support

John Owen, Marion Campbell and Dane Schuckman, Keystone Systems

You've tried everything and it just won't work!!! Time to contact Keystone Support to get to the bottom of this.

What kind of information to provide when reporting a problem to customer support that will help them identify and solve your problem more efficiently.

10:30 AM **Break**

Break out Sessions

10:50 AM

Birds of a Feather: Training Resources and Techniques

Ron Bryant, Arizona State Braille and Talking Book Library

What are the most efficient and effective plans to start training within KLAS at your library? How fast should it proceed? How much time should you spend being observed and observing the new hire? Where does the person fit in the scheme of the library in relation to other departments? Join us to find out more and present your input.

Small Meeting Room

Seminar Class: Admin Training Review

Nancy Underwood, Keystone Systems

In the hectic everyday world, it is very possible to forget what you learned in the 2-day KLAS Administrators Training class. This seminar will remind administrators of useful but forgotten options and controls in KLAS that govern how the system behaves.

Attendees will be asked to submit questions or topics they'd like to review prior to the start of the conference.

Large Meeting Room

Hands-on Training: Keyboard Shortcuts

Pat Kirk and Dane Schuckman, Keystone Systems

Are you mouse dependent? Take a break from clicking as you explore keyboard shortcuts that make routine tasks painless.

Training Room

Thursday April 14, cont.

General Sessions	Keystone Systems Large Meeting Room
12:00 PM	**WebOPAC Update** Mitake Burts, Keystone Systems What's new with WebOPAC? (a lot) **WebOPAC Panel Discussion** Keystone Facilitator: Mitake Burts Panelists: Teresa Kalber, Colorado Talking Book Library Kim Charlson, Perkins Braille and Talking Book Library Approaches taken and lessons learned from implementing the new WebOPAC. **Closing Remarks** Stella Cone, President, KLAS Users' Group
1:00 PM	**Optional Activity:** **An Afternoon at the North Carolina Museum of Art** Speaker: Gary Ray, President, National Federation of the Blind of North Carolina Sponsored by the Friends of the North Carolina Library for the Blind and Physically Handicapped

Meet the Geeks Poster Sessions

KLAS by the Numbers

Kyle Honeycutt and Mitake Burts, Keystone Systems

What do version numbers in KLAS mean and a pictorial of the history of KLAS.

How secure is your data?

Mark Gardner and Lee Higley, Keystone Systems

It's your database. How do you make sure it's backed up? You put all that work into your database, don't be surprised when your server goes down and no one knows when or where the last backup is. Helpful suggestions on getting notified about backups, what to do when the backup fails, and how Keystone staff can assist you when that unforeseen disaster comes up.

SOLR Exploration

Jon Brock, Keystone Systems

Discussion of the technology underlying the new WebOPAC. Exploring the features and syntax of the SOLR search engine.

Nightly Medium Substitutions: More Options

Brian White, Keystone Systems

KLAS can substitute Digital Books for Cassette Requests during nightly processing. Did you know there are more options available?

Report Review

John Carpenter, Keystone Systems

A look at several common reports with a focus on their intended purpose and functionality.

Breakout Session Descriptions

Birds of a Feather Sessions

BoaF sessions give participants the opportunity to exchange ideas in a group discussion setting. Topics range from making the most of KLAS features to exploring broader service-related ideas. These sessions are not formal presentations with slides or software demonstrations. Instead, the format is casual and open. Moderators launch the discussion and keep the conversation on topic but do not have workstation access. Participants are asked to come prepared to share and learn.

Pre-registration is not required. Space is not limited.

Seminar Sessions

Seminar sessions are presented by a Keystone instructor in a small group setting. These in-depth presentations of particular KLAS functions or topics make use of slides, live examples, and customer experiences to explore the defined topic. Seminar attendees are encouraged to ask questions throughout the session but only the instructor has workstation access.

Pre-registration is recommended. Space is limited by the number of classroom seats.

Hands-on Training Sessions

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 guided practice worksheets. Keystone trainers will be available to answer questions and provide feedback.

Pre-registration is required. Space is limited by the number of workstations. If all the slots are filled, Waiting List order is determined by your pre-registration request date. Session confirmations will be sent out approximately two weeks before the conference.