

Monday, June 3

Pre-conference Hands-on Sessions

Attendee limit for each pre-conference session is 12.

Location: Palm Beach County Library System's Main Library, 3650 Summit Blvd, West Palm Beach, FL

Transportation: A free shuttle via Molly Trolley is available from the Holiday Inn Palm Beach Airport – Conference Center to the library and back.

9:00-10:15 AM **KLAS Scavenger Hunt – PBCLS Computer Training Room**

Nancy Underwood Honeycutt, Katy Patrick & John Carpenter, 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.

10:15-10:30 AM **Break**

10:30-12:30 PM **Effective Search Strategies in KLAS – PBCLS Computer Training Room**

Mitake Burts & Katy Patrick, Keystone Systems

There are a lot of ways to find records in KLAS, including one that staff tends to overlook: the WebOPAC. Which tool and what search strategy is the best way to find the info you need quickly and efficiently? Compare methods and learn a new approach to searching for KLAS records.

12:30-1:30 PM **Lunch**

1:30-3:30 PM **Effective Search Strategies in KLAS – PBCLS Computer Training Room**

Mitake Burts & Katy Patrick, Keystone Systems

There are a lot of ways to find records in KLAS, including one that staff tends to overlook: the WebOPAC. Which tool and what search strategy is the best way to find the info you need quickly and efficiently? Compare methods and learn a new approach to searching for KLAS records.

3:30-3:45 PM **Break**

3:45-5:00 PM **KLAS Scavenger Hunt – PBCLS Computer Training Room**

Nancy Underwood Honeycutt, Katy Patrick & John Carpenter, 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.

Conference Registration Opens

5:00-7:00 PM **Conference Registration – Holiday Inn Palm Beach Airport Hotel Lobby**

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

7:30-9:30 PM **Cards & Connections – Hotel Lobby**

Join us for an informal gathering where we encourage you to try a new game (or teach others an old favorite) & meet a new colleague. Braille, high contrast, and large print options will be available.

Tuesday, June 4

Tuesday Sessions Location: 2nd floor of the Holiday Inn Palm Beach Airport

8:30 AM-Noon **Conference Registration – *Hallway outside Belvedere Room***

8:30-9:00 AM **Coffee with Colleagues – *Belvedere Room***

9:00-10:30 AM **General Sessions – *Belvedere Room***

Welcome

James Burts, Keystone Systems

Doug Crane, Library Director, Palm Beach County Library System

Alice Chambers, President, Friends of the Palm Beach County Library System

Sarah Smedley & Chandra Thornton, Palm Beach County Library System – Talking Books, 2019 KLAS Users' Conference Hosts

Craig Hayward, North Carolina Library for the Blind and Physically Handicapped, President of KLAS Users' Group

Roll Call / Ice Breaker

Craig Hayward, North Carolina Library for the Blind and Physically Handicapped, President of KLAS Users' Group

Julie Klauber Award Presentation

Chandra Thornton, Julie Klauber Award Committee Member, Palm Beach County Library System – Talking Books

Andrea Ewing Callicutt, Keystone Systems

Keynote Address

Carmencita Mitchell

10:30-10:50 AM **Break**10:50 AM-Noon **Breakout Sessions****Birds of a Feather**

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 – Belvedere Room

Moderator: Craig Hayward, North Carolina Library for the Blind and Physically Handicapped, President of KLAS Users' Group

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

Workshops

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.

Interpreting KLAS Error Messages – Military Room

John Carpenter & Nancy Underwood Honeycutt, Keystone Systems

Is that a connection error? Is there something wrong with your record? Don't panic! Error messages are inevitable when using any program, and once you get to know them they can actually be helpful. Learn what to look for when you get an error in KLAS.

Tips & Tricks for Reader Advisors – Board Room

Katy Patrick, Keystone Systems

Reader Advisors are front and center when it comes to patron service. Learn how to help your patrons effectively and efficiently, keep up with your collection, and even be ready for a duplication service model.

Noon-1:00 PM

Networking Lunch with Colleagues

1:00-3:30 PM

General Sessions – Belvedere Room**Keystone Highlights from the Past Year***James Burts, Keystone Systems*

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

KLAS New Features*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.

Accessible Accessibility: Providing Access to More using Outside Sources*Vanessa Meadows, Pat Herndon & Nakisha McNeal, Georgia Library for Accessible Statewide Services*

Presentation will give a detailed look at three sources that are used extensively by GLASS Atlanta and its patrons: Bookshare, NFB-Newsline, and GaRRS. An overview of how each source works and statistical information will be provided. We will also discuss the role KLAS plays in providing contact information and directing our Bookshare searches.

3:30-3:50 PM

Break

3:50-5:00 PM

Breakout Sessions**Birds of a Feather****Readers Advisors – Board Room***Moderator: Shannon Curry, Washington Talking Book & Braille Library & Brenda Boyd, South Carolina State Library Talking Book Services***Workshops****Handling Foreign Language Materials – Military Room***Mitake Burts, Keystone Systems & James Gleason, Perkins Library*

Being able to provide foreign language materials is great... but how can you make sure you are serving your foreign language readers effectively? Learn tips, tricks, and traps to watch out for when handling foreign language materials.

KLAS New Features – Belvedere Room*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 – Lake Worth Casino & Beach Complex

Hosted by Keystone Systems

Transportation: Buses leave from the hotel Lobby at **5:30 & 6:00 PM** for the Casino. Buses leave the Casino at **8:30 & 9:30 PM** to return to the hotel.

Wednesday, June 5

Wednesday Sessions Location: 2nd floor of the Holiday Inn Palm Beach Airport

8:30-9:00 AM **Coffee with Colleagues – *Belvedere Room***

9:00-10:30 AM **NLS focused General Sessions – *Belvedere Room***

NLS Report

David Perrotta, Network Division Programs Specialist, 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.

Responding to Changing Service Models

James Burts & John Carpenter, Keystone Systems

With the availability of Scribe and Gutenberg and increasing pressure on libraries to reduce their physical collections, Keystone has been busy implementing new workflows. This session will introduce the various options and discuss what all of this means for the future of KLAS.

Duplication on Demand: Better, Faster, Stronger, More!

Craig Hayward, North Carolina Library for the Blind and Physically Handicapped, President of KLAS Users' Group

Nancy Reese, Idaho Talking Book Service

Users of Gutenberg, PCC, and Scribe will share information to allow other potential users to better understand which system best meets their needs.

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

IRC focused General Sessions – *Military Room*

Online APH Census Registration

Kyle Honeycutt, Keystone Systems

Gathering, reviewing, and submitting APH census information can be daunting. How can KLAS help? Learn about your options for streamlining the process.

IRC / IMC Roundtable

Jen Buzolich, California Department of Education

Best Practices for the IRC, an open discussion about configuration and workflow.

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

Birds of a Feather



IRCs & TBLs: Brainstorming Ways to Partner – Board Room

Moderator: Jen Buzloch, California Department of Education & Robert Frieras, California State Library – Braille & Talking Book Library

Workshop



Writing Accessible Instructions – Military Room Room

Katy Patrick, Keystone Systems & James Gleason, Perkins Library

Drafting instructional literature with universal language – come learn how! This session will demonstrate how to wordsmith with language that is useful to everyone, and won't make those with disabilities feel singled out.

Making Friends with KLAS Statistics – Belvedere Room

Mitake Holloman Burts, Keystone Systems

How to retrieve and interpret statistics to deliver high quality service and demonstrate it to stakeholders

Noon-1:00 PM **Networking Lunch with Colleagues**

Conference Planning Committees will meet during lunch.

1:00-1:55 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 – Board Room***Hits & Misses: A Look at Programming for those with Disabilities***Vanessa Meadows, Georgia Library for Accessible Statewide Services**Amy Nickless, Wolfner Library*

A breakdown of programs recently offered by GLASS and Wolfner Library. Successes, failures, and challenges of creating and maintaining programming for all ages will be covered. The presentation will also offer troubleshooting for common (and uncommon) issues that may arise with creating programming. We will also discuss the important role KLAS plays in assisting with program planning.

*Seminar 2 – Military Room***Duplication on Demand Petting Zoo***Kyle Honeycutt, James Burts, & John Carpenter, Keystone Systems*

Whether you're confused about what exactly a Scribe is, in the final stages of choosing a duplication hardware solution, or even on the waiting list for a Gutenberg: this session is for you! Drop in to see your duplication options up close, compare and contrast, and ask questions of the Keystone experts.

*Seminar 3 – Belvedere Room***Reporting on Reports***James Gleason, Perkins Library**Nancy Underwood Honeycutt, Keystone Systems*

All the patrons, all the titles, all of the things – how can you keep them straight? Over the years your colleagues in the KLAS Users Group have been working with Customer Service to put together reports on everything from A to Z. Come to get ideas, and share yours!

1:55-2:05 PM

Break

2:05-3:00 PM

Seminar Sessions*Seminar 1 – Board Room***Talking Book Service Ambassadors: Benefits, Challenges & Examples***Vin Livoti, Vermont Department of Libraries, ABLE Library*

Outreach is a necessary function of our work and presents many opportunities for both innovation - and for pitfalls. The ABLE Library of Vermont added a work-placement intern to our service model in 2019 with the dual goal of skills-training and establishing a patron-ambassador for the library and its services. This presentation functions as a case study to help other libraries determine the benefits and challenges of paid work-place interns.

*Seminar 2 – Military Room***Duplication on Demand Petting Zoo***Kyle Honeycutt, James Burts, & John Carpenter, Keystone Systems*

Whether you're confused about what exactly a Scribe is, in the final stages of choosing a duplication hardware solution, or even on the waiting list for a Gutenberg: this session is for you! Drop in to see your duplication options up close, compare and contrast, and ask questions of the Keystone experts.

*Seminar 3 – Belvedere Room***Curating Your KLAS Catalogue***Erin Pawlus, Arizona Talking Book Library**Katy Patrick, Keystone Systems*

Is your KLAS catalogue a work of art or an Etch A Sketch? Find out how to achieve the best possible automatic service and increase the circulation for your collection with a well-maintained cataloging module. Learn about creating local subjects, highlighting staff picks, improving online searchability, merging headings, cleaning up title records, and more.

3:00-3:20 PM

Break

3:20-4:30 PM

Breakout Sessions*Birds of a Feather***Outreach – Board Room***Moderator: Amy Ravenholt, Washington Talking Book & Braille Library**Workshop***Training Your Support Staff – Military Room***Sarah Smedley & Chandra Thornton, Palm Beach County Library System - Talking Books*

Are you responsible for educating new staff and “seasoned” staff on all things KLAS? Are you looking for creative and innovative ways to help staff retain the information your teaching? Join Sarah Smedley as she shows you how to be more impactful as a dynamic trainer.

KLAS New Features – Belvedere Room*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

5:00 PM

Evening on Your Own

Thursday, June 6

Thursday Sessions Location: 2nd floor of the Holiday Inn Palm Beach Airport

8:30-9:00 AM **Coffee with Colleagues – Kirk Room**

9:00-10:30 AM **General Sessions – Kirk Room**

KLAS Users' Group Business Meeting

Craig Hayward, North Carolina Library for the Blind and Physically Handicapped, President of KLAS Users' Group

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

Connecting with KLASusers

Andrea Ewing Callicutt & Katy Patrick, Keystone Systems

Want to keep in touch with the KLAS Users' Community after the conference? Explore the offerings and benefits of the various communications channels available for getting and sharing information.

Keystone Answers 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.

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

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

Birds of a Feather



Circulation – Australian Room

Moderator: Maureen Dorosinski, Florida Bureau of Braille and Talking Book Library Services

Workshop



The Volunteer Experience: How to Grow and Retain your Auxiliary Staff – Military Room

Debbie Martin, Brevard County Talking Books

Whether you have 1 or 100 volunteers there is always a need for more help. This session will focus on recruiting new volunteers, successfully managing them, KLAS training, and patron confidentiality. Be prepared to discuss the challenges and rewards of using volunteers in your organization.

Excel at KLAS: What Can you do with KLAS & Excel? – Kirk Room

Mitake Burts, Keystone Systems

You probably know that you can export all kinds of KLAS tables to Excel... but what do you do with them after that? Take your querying and reporting data to the next level with Excel formulas and pivot tables. (Basic Excel familiarity recommended)

Noon-
1:00 PM

General Sessions – Kirk Room

Choose Your Own Adventure

Keystone Systems Staff

This session is all about you. What keeps you up at night? This crowdsourced session will be created based on what you want to learn and discuss with your peers. Choose from a topic selected from previous KLAS Users' Conference feedback replies, or add your own. After all, it's all about you! Make your topic selection before May 24, and stay tuned to see the community's choice.

Closing Remarks

1:00 PM

Conference Adjourns

1:30-5:00 PM

Networking Opportunity – Morikami Museum & Japanese Gardens

Free transportation will be provided to the hotel and back via **MOLLY TROLLEY**.

Lunch is available for purchase at the museum café if desired.

Hosted by Palm Beach County Talking Books Staff