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 in the form of Uber Vouchers.

Monday, July 17

All times listed are Central Daylight Time.

TIME (CDT)	SESSION TITLE
2:30 - 6:00	**Conference Registration** *Location: Element Nashville Airport Lobby*

3:30 - 5:30
 	
HYBRID -
IN-PERSON &
ONLINE
	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
	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

TIME (CDT)	TRACK ONE	TRACK TWO
9:00 - 11:30 IN-PERSON ONLY 	**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!

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

Tuesday Afternoon General Sessions

TIME (CDT)	SESSION TITLE
1:00 - 2:30 HYBRID - IN-PERSON & ONLINE	**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

TIME (CDT)	LBPD TRACK	IRC TRACK
3:00 - 3:50 HYBRID - IN-PERSON & ONLINE	**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***	
4:00 - 4:50 HYBRID - IN-PERSON & ONLINE	**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.

TIME (CDT)	SESSION TITLE
8:30 - 9:00	**Coffee with Colleagues** *Location: Auditorium Lobby*

Wednesday Morning Hands-on Sessions

TIME (CDT)	TRACK ONE	TRACK TWO
9:00 - 11:30 **IN-PERSON ONLY** 	**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*	

Wednesday Afternoon Breakout Sessions

TIME (CDT)	TRACK ONE	TRACK TWO	TRACK THREE
12:30 - 1:25 HYBRID - IN-PERSON & ONLINE	**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***		

| 1:35 - 2:25 HYBRID - IN-PERSON & ONLINE | **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*** | | |

2:40 - 3:20 HYBRID - IN-PERSON & ONLINE	**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*		

3:30 - 4:10 HYBRID - IN-PERSON & ONLINE	**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***		

4:20 - 5:00 HYBRID - IN-PERSON & ONLINE	**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

TIME (CDT)	EVENT
5:00 - 7:00	***Break; Return to hotel***
7:30 - 9:30 IN-PERSON ONLY	**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.

TIME (CDT)	SESSION TITLE
8:30 - 9:00	**Coffee with Colleagues** *Location: Auditorium Lobby*

Thursday Morning Hands-on Sessions

TIME (CDT)	TRACK ONE	TRACK TWO
9:00 - 11:00 **IN-PERSON ONLY**	**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***	

Thursday Afternoon General Sessions

TIME (CDT)	SESSION TITLE
11:15 - 1:30 HYBRID - IN-PERSON & ONLINE	**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	**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.