Washington State Library First Tuesdays Webinar

Delivering Value

through your library's **ELECTRONIC RESOURCES**



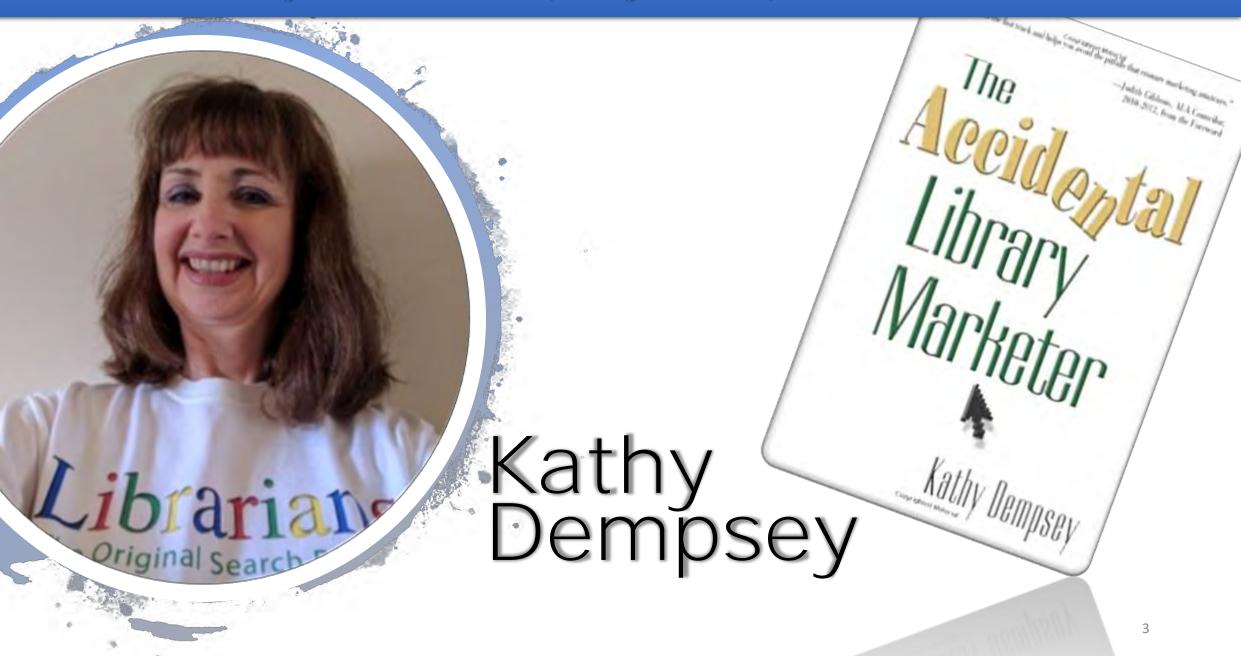


Washington State Library



Kathy Dempsey Author The Accidental Library Marketer John Buehler Chief Marketing Officer NewsBank Jennifer Trammell Senior Director, Community Engagement NewsBank





Why Worry About Marketing?

- Curating great collections is vital. But what good does it do to have materials for people if you don't tell everyone they're available?
- This is why it's essential to spend some time, thought, and money to promote your collections.

Why spend thousands of \$\$\$\$ on collections, and then spend \$000 to tell people that you have them?



Do not promote the items you bought.

Instead, promote the benefits of the items in the collection.

Tell people how their lives can be better, easier, and more fun by taking advantage of items the library has secured for them.



Tell Stories!

- Instead of talking about items, tell stories.
- What benefits have others gotten?
- How does the library make people feel? How has it changed their lives? Has it helped them get jobs, pass tests, build confidence, find social comfort?
- <u>http://www.ilovelibraries.org/sh</u> <u>are-your-story</u>

"When I was young, we couldn't afford much.
But, my library card was my key to the world."
- John Goodman, Actor



Do not promote everything to everyone, in general terms.

Instead, target your messages carefully and purposefully.

To get people's attention and increase the chances of them actually reading and remembering your messages, send different info only to the people who care about those items. This is "target marketing." Segmented email lists are the key.



What Not To Say:

- "We've added 25 new novels and 14 new children's books to our shelves!"
- "Come in and borrow our music CDs and movie DVDS."

• "We have a collection of 58,000 titles."

What You Should Say:

- "Bored? Stimulate your brain and your children's brains with our new books!" (send to parents)
- "Want to hear some new music or see more movies without breaking the bank? Borrow them, free!" (send to Millennials + 25-55y-0)
- We'll help find a book you'll love.





Use Social Media Effectively

- Seek out "library love" on your social sites.
- Read "Bringing Out the Library Love" by Evelyn C. Shapiro, Marketing Library Services, Nov/Dec 2017. www.MarketingLibrarySer vices.com
- Have contests; post trivia questions; be fun.
- Make social media more about the followers, less about the library.

"We, along with thousands of others, deeply appreciate all that the Champaign Public Library does for us and the community."

-LIBRARY LOVE note arrived with a recent donation

champaignpubliclib

Following

champaignpubliclibrary We love our donors, sharing the lovely note that came with a donation! We couldn't provide top quality services without YOU, the wonderful community in Champaign and surrounding areas. Thank you from all of us. 🗳 🗳 💕

#champaignpubliclibrary #librarylove #librarylife #gratitude #library #chambana

mikeprosise Best. Library. Ever. • champaignpubliclibrary @mikeprosise Thank you for your kind words! :)

()44 likes **JANUARY 7**

Add a comment...

Champaign Public

>>>>LIBRARY





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In-House Promotion

- When books are made into movies, set up displays.
- Promote resources that relate to current events / local news.
- Promote databases and ebooks in the stacks to catch patrons as they browse or as they're seeking things in a certain section / topic.
- Promote databases on your home screens in-house and in your program guides.
- Avoid library lingo.





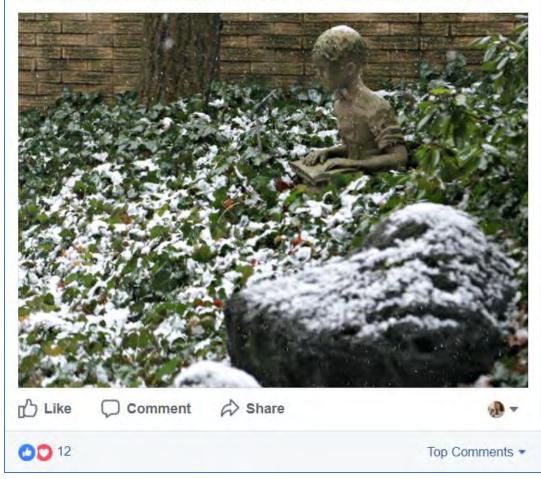
External Promotion

- Tie social media promotions to the weather for digital offerings.
- You can buy ads on the bottom of The Weather Channel app and arrange for them to appear only during certain weather forecasts / conditions.
 (www.infotoday.com/mls/jul16/Interviews-With-Marketing-Masters--Trenton-Smiley-Brings-Marketing-MBA-to-Libraries.shtml)
- Bad weather = good timing for reminding people about your online services and downloadable materials (esp. in rural areas).
- Build relationships and ask weather personalities to mention the library!



Capital Area District Libraries

Our Boy Reading a Book statue is not liking the weather! Stay inside, stay warm and get our digital downloads from the couch: http://bit.ly/1UKgxab



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Secret Weapon

Place your promotional messages where the people are: Google

Your library has the answers, right? With Libre Ads, you show up first in local Google searches:

Tulsalibrary.org | Tulsa City-County Library | Get a Library Card Online Ad www.tulsalibrary.org/ (918) 558-1761

2-minute online application. Instant access to ebooks, audiobooks, and more. Free Wi-Fi. **Public** Computers. Meeting Rooms. Printing & Copying. Scanning & Faxing. Services: Free Online Classes, Education Apps, eBooks...

Locations and Hours Find a library near you See hours and services

Get a Library Card Online application, 5 mins or less

Residents, commuters, and students

Online Learning Learn a new skill or language Unlimited access to 6000+ courses

Summer Reading

Family fun, all summer long Events, challenges, and prizes

search: 'good summer reading'

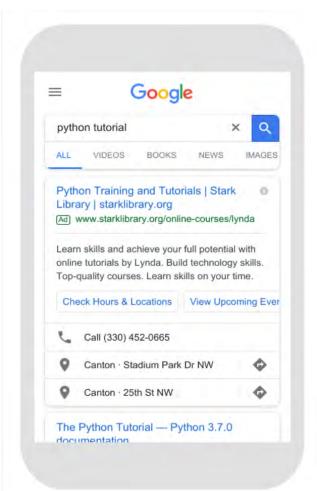
You show up first.

Advertising? We don't have enough room in our budget for that.

Okay, but Google offers Ad Grants to non-profits (that's you) of \$10,000 a month in advertising credit. We'll help you apply — for free. Then, you can manage the grant yourself, or sign up with us. The grant is yours, and the advertising itself is free; you pay us to help you use it effectively.



Advertise to Appear in Google Results!



- Google Ads has a special program for nonprofits.
- You can qualify to get \$10,000 / month in FREE ads!
- Most people start searches on Google; almost none begin on your library's website.
- Appear at searchers' point of need.
- This shows that you're techsavvy.



How to Get Free Ads on Google: Koios Leads the Way (www.koios.co)

+ HOW MUCH VALUE DOES \$10K/MONTH IN CREDIT GET ME?

+ HOW WOULD THIS WORK FOR MATERIALS?

+ HOW WOULD THIS WORK FOR PROGRAMS?

+ HOW WOULD THIS WORK FOR DATABASES?

Koios will check your website for high-quality, resource-specific landing pages. If you don't have these yet, we'll create a special area on your website and publish them for you. After that, the Koios team will research search trends in your area and set up campaigns that match local Google searches to relevant databases. This way, when someone searches "learn spanish" your language learning database shows up first



Successfully Promoting Collections: Key Points

- Talk about benefits, not about the collections themselves.
- Use stories for content marketing.
- Social media is sort of free, but it costs staff time.
- Spend some money! If you put \$100,000 into collections per year, then spending \$1,000 on promotion is only 1% of your collections budget.
- Put your promotions where the people already are -- Google, social media platforms, specific apps -- to reach people at their point of need.
- Send specific, targeted messages to different segments of your audience.
- Check out the sites & articles recommended in this session.
- Sketch out a plan to make the most of your efforts.

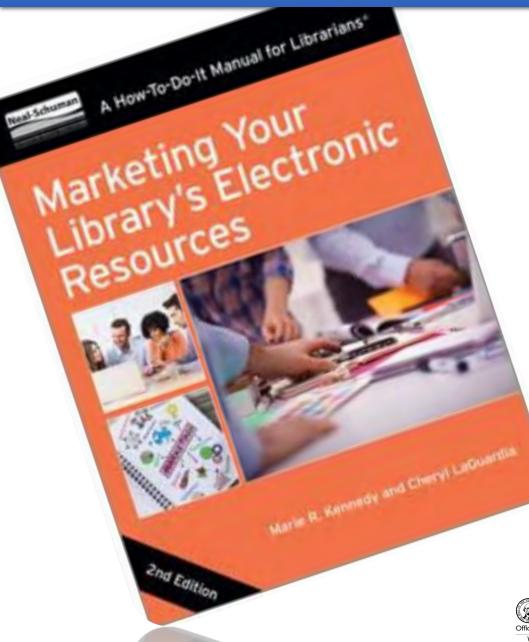




John Buehler

Chief Marketing Officer





Getting Started

"A goal without a plan is just a wish." - Antoine de Saint-Exupery Author, Le Petit Prince





An ongoing process



Planning - Set the Stage

Set a Goal

 Know what you are trying to achieve

Determine a Target Audience

- Which user group are you trying to reach
- Understand how you are delivering value to them

Develop your Strategy

- What approaches will help you achieve your goal
- Will guide your tactics and measurement
- Keep it simple

Select Tactics

- What will be most impactful to your audience
- Where, when, how can you reach them

Define measurements

 How will you know if you're successful

Engaging - Implementing your plan

Putting your Plan into action!

Key Considerations

- Timing
- Staff Involvement
- Messaging and Creative
- Final Tactics
- The Little (but really important) Things

"Marketing your electronic resources can change your library"



Assessing – "Lather, Rinse and Repeat"

Assessing the impact and looking for improvement

- Were the measurement goals achieved?
 - The "best" measures?
 - Other measures to consider?
- What worked and what can be improved?
 - Seek feedback internally and externally
- Communicate and share the outcomes
 - Success or failure!
 - Build momentum for the next project

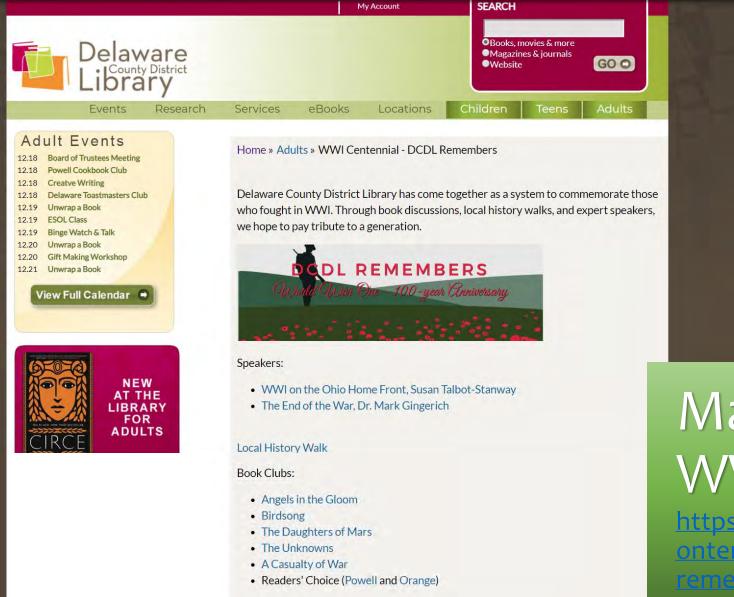


Cross Promotion Case Study Library

Delaware County District Library has come together as a system to commemorate those who fought in WWI. Through book discussions, local history walks, and expert speakers, we hope to pay tribute to a generation.

Goal	Leverage the WWI Centennial to engage the community with local library branches
Strategy	Integrate WWI Centennial into library programming
Tactics	Speaker Events Book Club Social Media In-Library Promotion





Main Page for WWI Centennial

https://www.delawarelibrary.org/c ontent/wwi-centennial-dcdlremembers

Local History Night: WWI 100 Year Anniversary

Brush up on your WWI history by reading news articles about the key events and battles of the Great War. Research events like these in our NewsBank resource, available to you, any time.

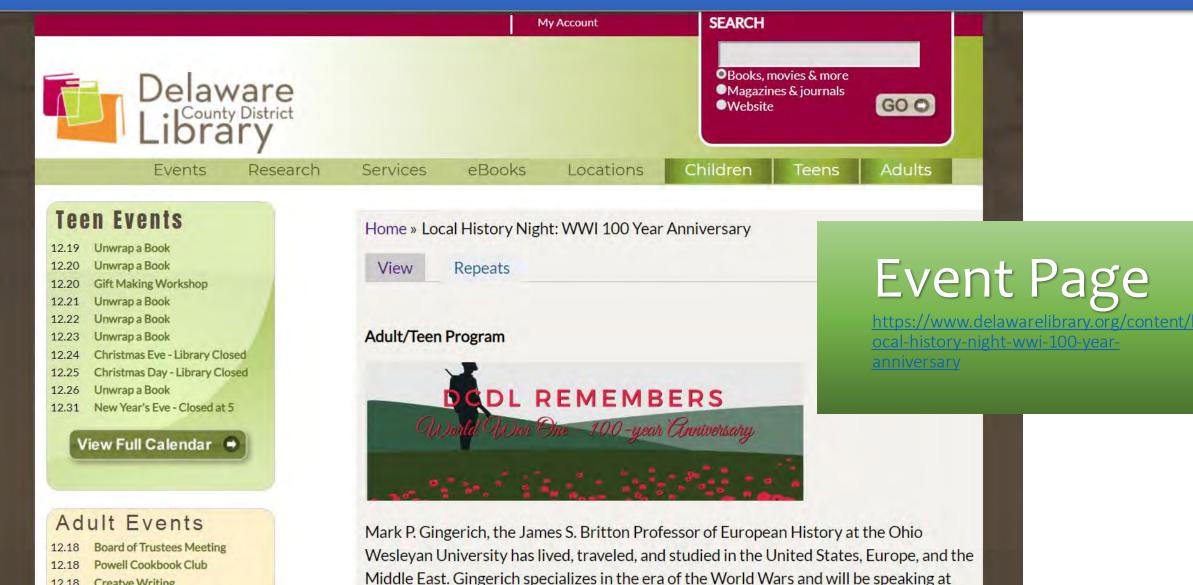
- Archduke Assassination (June 1914)
- Battle of Marne (September 1914)
- Battle of Ypres (October 1914)
- Lusitania Sinking (1915)
- Battle of Verdun (1916)
- Selective Service Act (1917)
- Zimmerman Telegraph (1917)
- Armistice (1918)

Highlight relevant content from your library's electronic resources

WWI on the Ohio Home Front

Read firsthand accounts from Ohioans who participated in WWI and the influence of their participation. These articles and more are available to you, any time, in our NewsBank resource.

- Letters from WWI
- WWI Erupted: Intrepid U.S. Ambassador and His Wife Were America's First Responders in Paris
- Blue Star Service Traces its Origins to WWI



the Ostrander Branch on the subject of the Armistice of World War I.

- **Creatve Writing** 12.18
- **Delaware Toastmasters Club** 12.18
- Unwrap a Book 12.19
- ESOL Class 12.19
- 12.19 Binge Watch & Talk



View Full Calendar 🕒

Ostrander Branch

12/20Ostrander Family Time12/24Christmas Eve - Library Closed12/25Christmas Day - Library Closed12/31New Year's Eve - Closed at 501/01New Year's Day - Closed01/02Ostrander Morning Book Club01/05Ostrander LEGO Club

View Full Calendar 🕒



Want to learn more about the Great War? Take a look at some of these articles, provided by NewsBank.

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Local History Night: The End of the War

Interested to read more about Armistice Day? These articles and more are available to you, any time, in our NewsBank resource.

- Remembering Armistice Day
- Why Do the British Wear a Poppy on Remembrance Day?
- The Reverent History of Armistice Day

Location:

Ostrander Branch

🖸 Share / Save 🖪 🍸 🖻 🔹 Printer-friendly version

Another opportunity to highlight relevant content from your library's electronic resources

See full calendar

Social Media

https://www.facebook.com/delawarelibrary/posts/ 2788818037810986?__tn__=-R



Delaware County District Library November 7 · 🚱

Ohio Wesleyan University professor Mark Gingerich will be speaking at the Ostrander Branch Library tomorrow evening about the end of WWI as we continue our commemoration of the armistice. Join us tomorrow at 7 PM to learn more.



DELAWARELIBRARY.ORG Local History Night: WWI 100 Year Anniversary | Delaware County District Library

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Traditional Media

Remembering events, veterans of World War I



October 27, 2018 | Delaware Gazette, The (OH) Author: Nicole Fowles Glad You Asked | Section: news top-stories 506 Words | Readability: Lexile: 1340, grade level(s): >12

November 11, 2018, marks 100 years since the end of the Great War. Through book discussions, local history walks, and expert speakers, the Delaware County District Library is working to pay tribute to a generation over the next few weeks.

Today, Oct. 27, a local history walk will take place, beginning at the Ostrander Branch at 1 p.m. and making its way through the Bokes Creek Cemetery. Ostrander Branch Manager and local historian Harla Lawson will teach some histories of the



Handout

- Library and NewsBank worked together to create
- Handed out at speaker events
- Available at the reference desk



Explore the first global conflict.

Following today's program you can continue your historical journey by avarching NewsBanich comprehensive news archives for articles about World Wart. Develop a deeper undirectanding of this turnaituous period in history by...

- Reading local perspectives from WWI in our newly available Columbus Dispatch archive
 Delving deeper into the key events and battles such as the Battle of Mame
- . Learning about the origins of the Blue Star Service and other traditions
- · Exploring global perspectives on the Great War
- · And much morel

To get startest, access the Local History Night program page found at https://bit.ly/DCDLRemembers and click.on the NewsBankResource link or any of the article links found at the bottom of the page.







Black History Month

- Add links to relevant articles on web pages or registration confirmation pages
- During the event, point out eresources that provide information on that topic
- Create a handout that can be used during the event and at the reference desk
- Print a relevant article and distribute it at an event

How can information from your library's electronic resources enhance the events and programs you already have planned for Black History Month?



This time of year

- January is a great time to hold classes to teach folks how to use whatever hot new tech they've gotten as holiday gifts.
- For senior citizens, take the classes to them: Travel to senior centers and care homes.
- Better yet: Post short video instructions on how to download ebooks from the library's website. Share the videos everywhere!
- Promote the benefits: "You don't even have to go out in the cold to use library materials!"





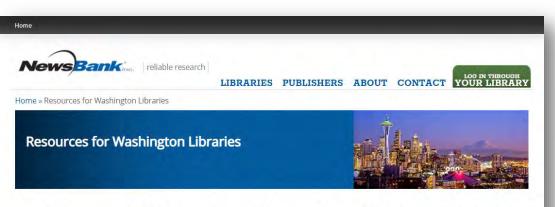
Maximizing your investment

- Not only patrons who benefit
- How can you, as a librarian, leverage electronic resources in your daily work?
 - Answering reference questions
 - Help book clubs build context around their discussions
 - Stay current on issues of importance to your community and patrons
 - Inform your events or program calendar
 - Tie into your computer classes two birds, one stone!
- Renovating or closing your physical building?
 - Electronic resources are available 24x7, keep patrons engaged



How can we help you succeed?

Visit the Resource Center: <u>https://www.newsbank.com/</u> <u>resources-washington-libraries</u>



NewsBank is proud to partner with the Washington State Library to deliver a powerful package of news information to libraries throughout Washington. With sources from across the state and around the world, your users now have access to reliable research information on practically any topic. For more information, see the resources below.

Washington State Library/NewsBank Partnership Announcement



Read more about the partnership between The Washington State Library and NewsBank, as well as product information and source lists.

Read More

Washington State Library/NewsBank Intent to Participate Form



To enroll, each library must complete and sign the "WSL NewsBank Intent to Participate Form." The completed and signed form must then be submitted to the Washington State Library. Refer to the announcement for submission information.

Download (Pdf



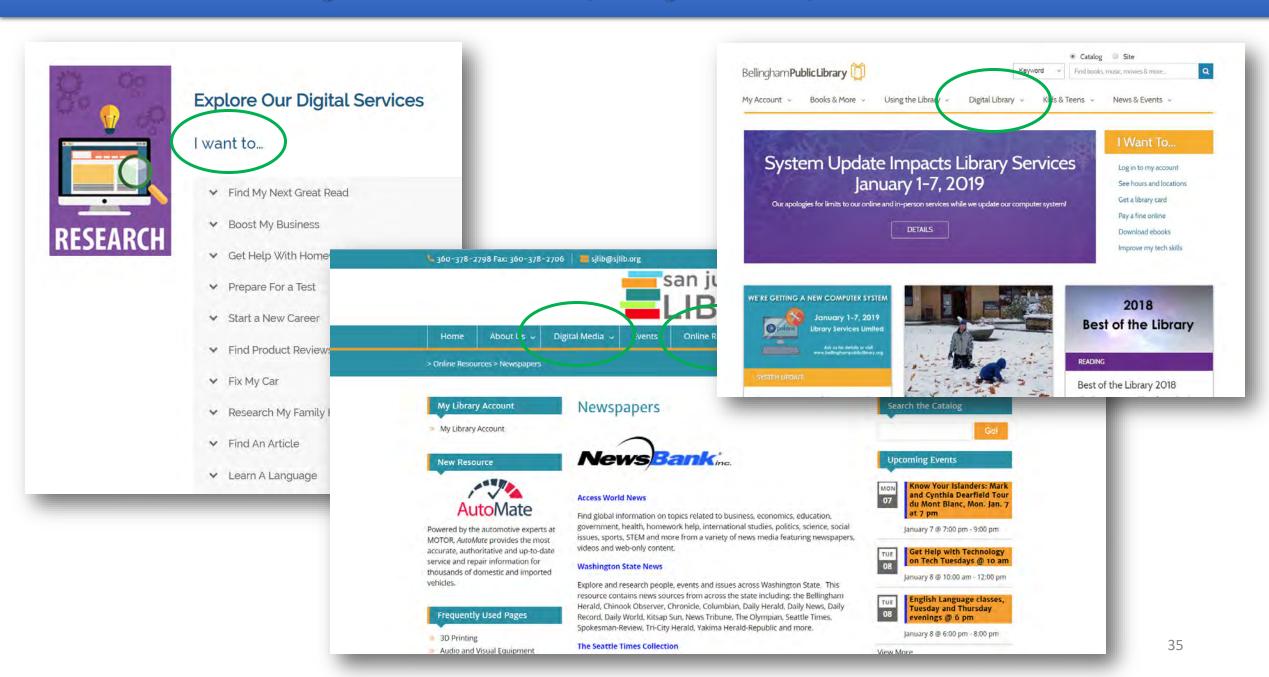


How can we help you succeed?

• Visibility

- Product descriptions and web buttons are available to help build community awareness
- Place web buttons on your home page, Online or Database pages and other research resource areas







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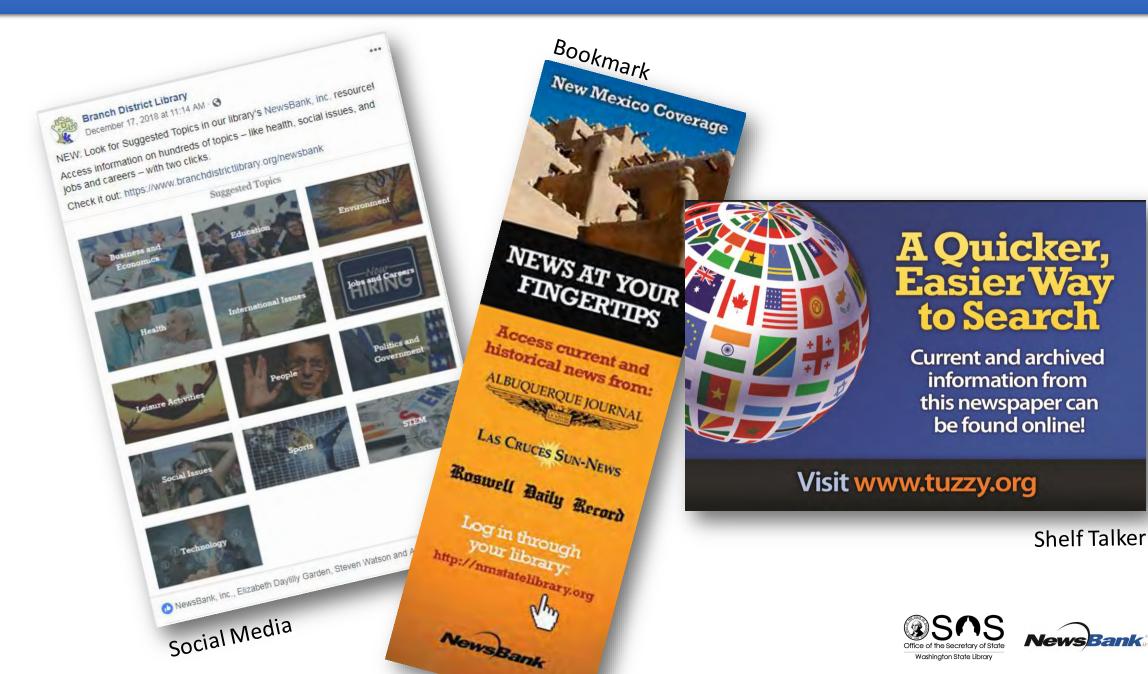
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Awareness

- Social media and other communications vehicles are effective in building awareness and use of your new resources
- Leverage NewsBank's social media kits with ready-to-go social media posts and other ideas to spread the word!





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- Leverage NewsBank's social media kits with ready-to-go social media posts and other ideas to spread the word!
- Webinars and Tutorial videos
 - NewsBank Overview Webinar recordings
 - "How to" videos for tips and sharing with Patrons



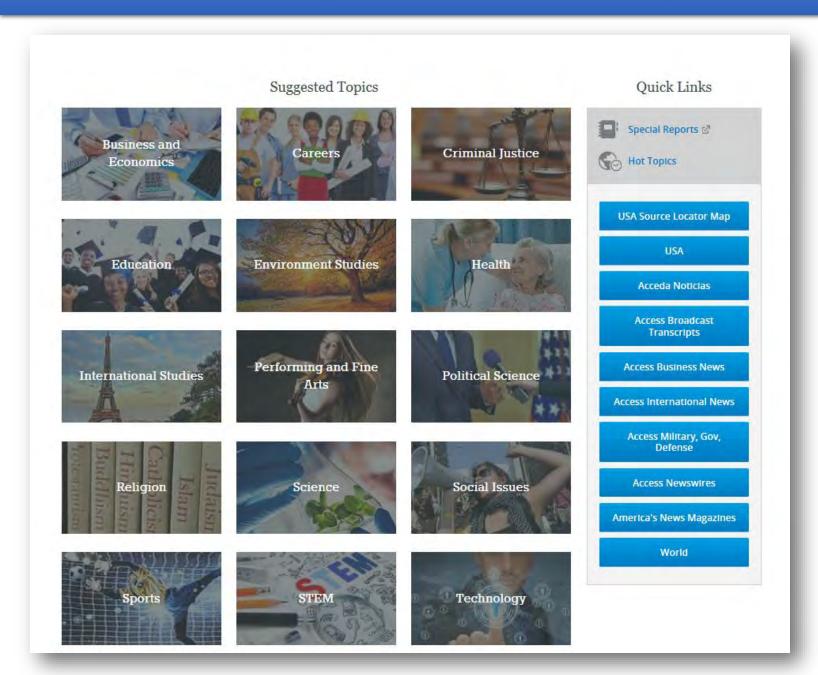
What patrons are interested in

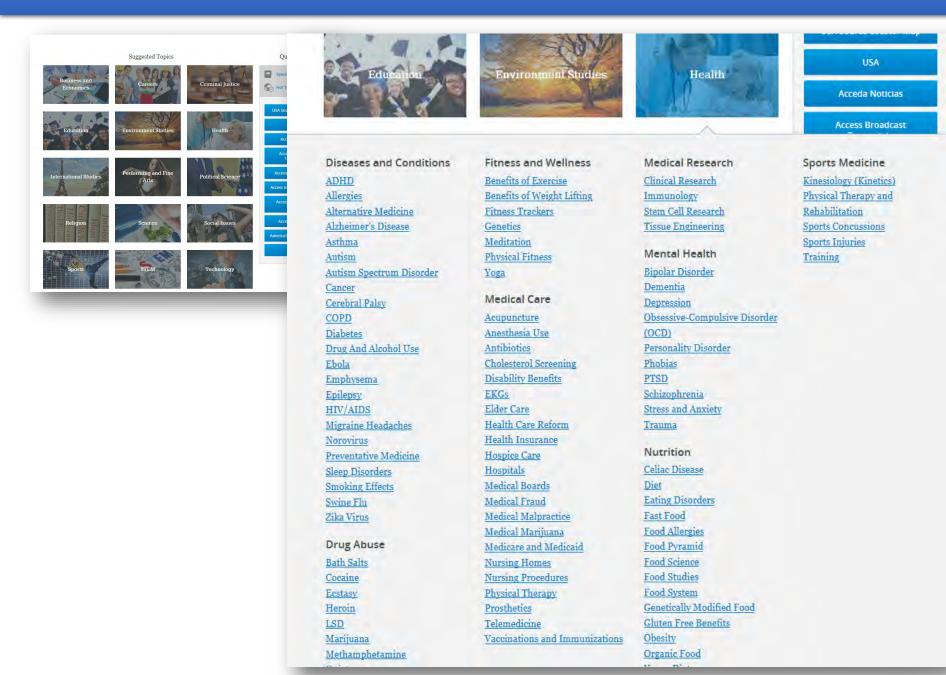
Search data shows library patrons in Washington State are looking for information on:

- Climate change
- Cybersecurity
- Death penalty
- Dementia
- Depression
- Fake news
- Gun control
- Marijuana legalization
- Video game violence

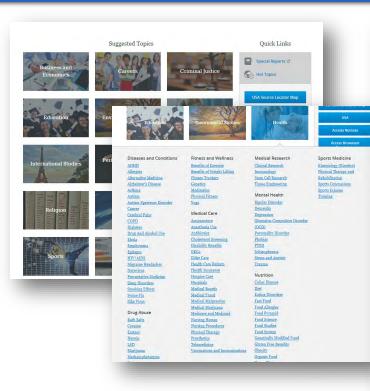


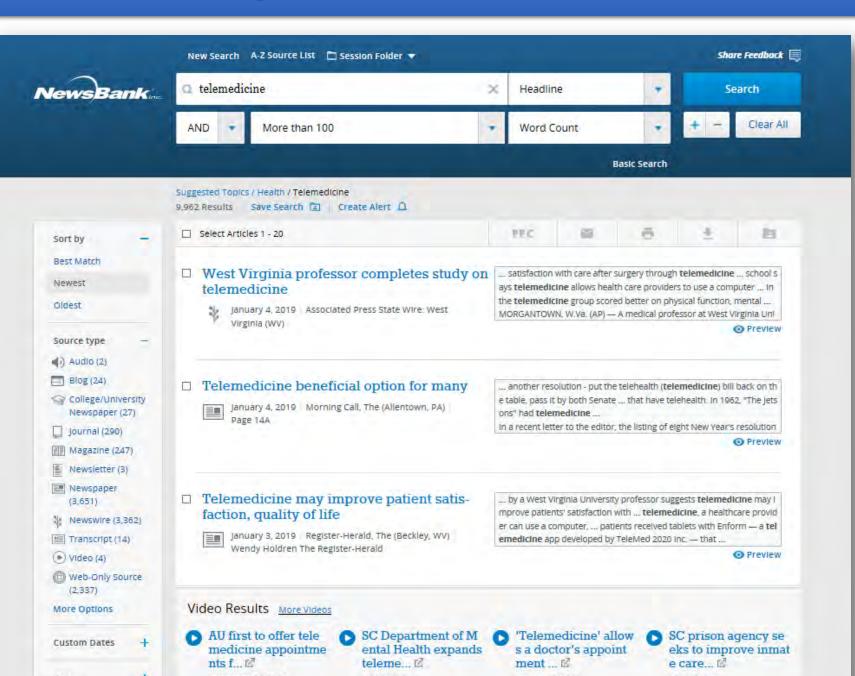






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Contacts for Washington State Libraries

Your NewsBank team is committed to providing the support you need to succeed. We look forward to working with you!



Colleges & Universities Tim Kenney 800.762.8182 x 9014 tkenney@newsbank.com



K-12 Schools Emily Casey 800.762.8182 x 9075 ecasey@newsbank.com



Community & Technical Colleges Carla Bogart 800.762.8182 x 9081 cbogart@newsbank.com



Public Libraries Jonathan Schmidt 800.762.8182 x 9076 jschmidt@newsbank.com

Washington State Library/ NewsBank Partnership

- 1. Visit the Resource Center: <u>https://www.newsbank.com/</u> <u>resources-washington-libraries</u>
- 2. Find more information from Washington State Library: <u>https://www.sos.wa.gov/library</u> including the intent to participate form



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Download (Pdf)



ALA Seattle Special Reception

- Sunday, January 27
- Sheraton Grande Seattle
- Stop by: 1:00 3:00 p.m.
- Cindy Aden, Washington State Llbrarian



Questions?



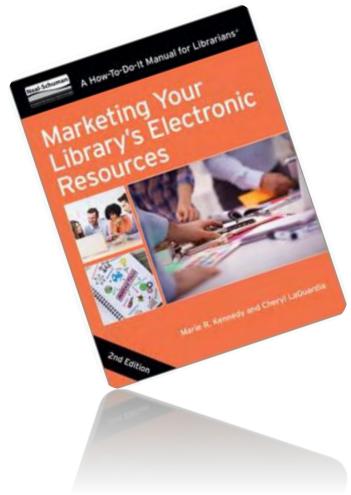
Thank you!

Please email <u>inforequest@newsbank.com</u> with any additional questions Follow us on social media @NewsBank

> Connect with Kathy Dempsey Kathy@LibrariesAreEssential.com

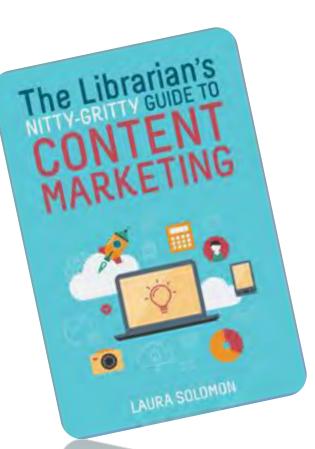


Resources





"Telling 'Libraries Transform' Stories to Celebrate National Library Week," by Doug Cataldo. *Marketing Library Services*, Nov/Dec 2017.



The Librarian's Nitty-Gritty Guide to Content Marketing, by Laura Solomon. ALA, 2016.