How to win followers and influence people

Gemma Steele Museums Victoria @museumbooks #NLS9s19

Daniel Wee Monash University <a>O Oldbooklibrarian <a>O @danvwee

MUSEUMS VICTORIA



How to win followers and influence people

- Literature review
- Gemma's experiences with Twitter
- Strategic social media engagement recommendations
- Dan's experiences with Instagram
- Some moaning and complaining
- Conclusion

Literature review

- 1. Starting out: things to consider
- 2. Personal branding
- 3. Crafting messages
- 4. Inspiration for posts
- 5. Making meaningful connections online: social media as professional development
- 6. Growing a following
- 7. Managing & maintaining your accounts
- 8. 'The social employee'



Link to literature review on Google Drive

Starting out: things to consider

- •Why social media?
- Have a plan
- Have goals



Personal branding

when someone says "tell me abt urself" but u have no idea who u are



- What is personal branding?
- What is your unique skill set?
- How to demonstrate this

Crafting messages

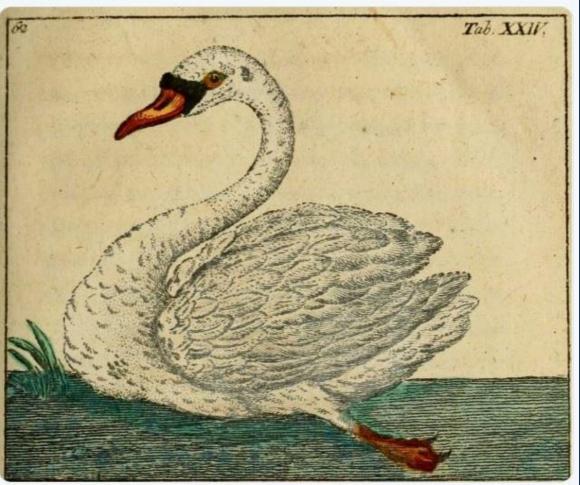
- Consistency
- How often/when to post?
- Analytics to hone approach
- Providing value to your followers
- Hashtags and mentions
- Contents
 - Sharing triggers
 - Information
 - Images
 - Eliciting engagement





Ducks, geese, swans, and large flightless birds like ostriches & emus have penises, while species such as owls, eagles and flamingos have completely lost their penises over time!

#rarebooks #SciArt





Gemma Steele @ #NLS9 @museumbooks · May 15 Is anyone else going to the @VALAlib talk on 26 June?

Very excited to hear from @tynedaile on on the complex relationship between librarianship, data, and ethics

portal.vala.org.au/event-3404838



Gemma Steele @ #NLS9 @museumbooks · Mar 21 Ornithologists and twitchers: do birds really feed each other mid air like this?

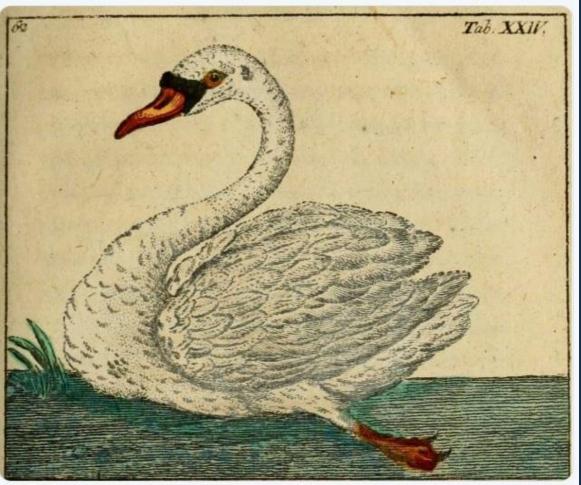
Lovely lithographed scene of four sparrows from John Gould's 'Birds of Great Britain' (1862-73)





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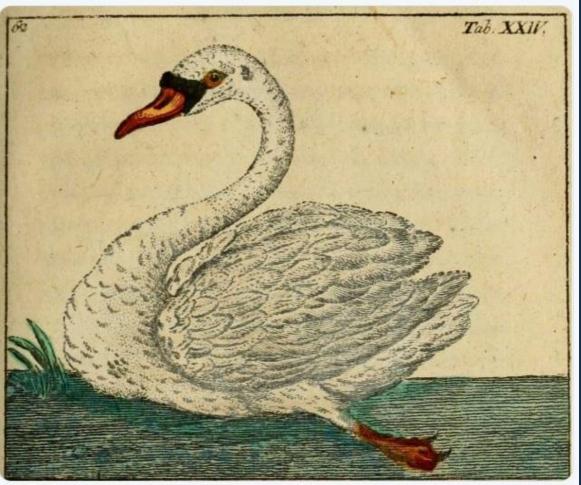
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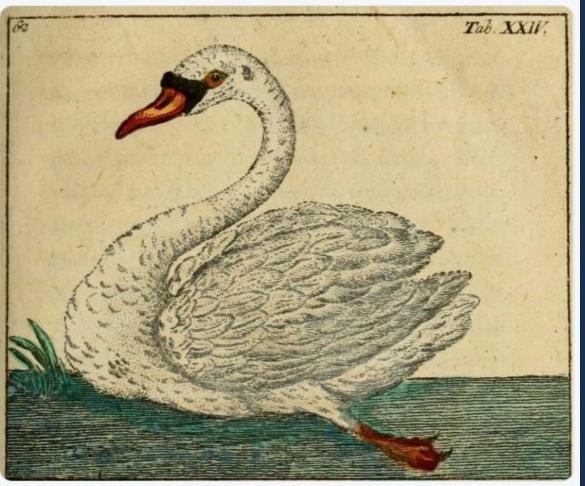
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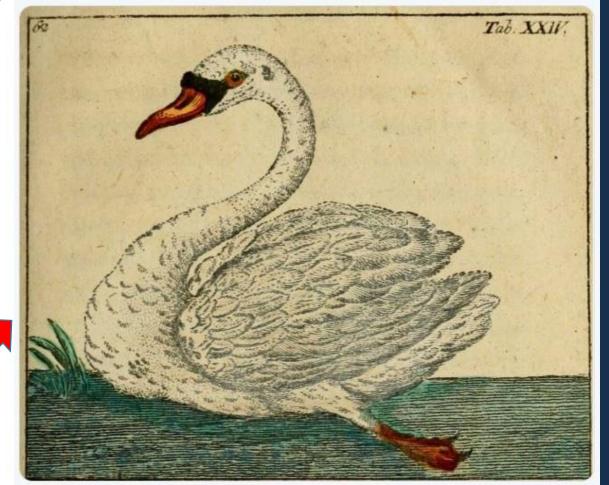
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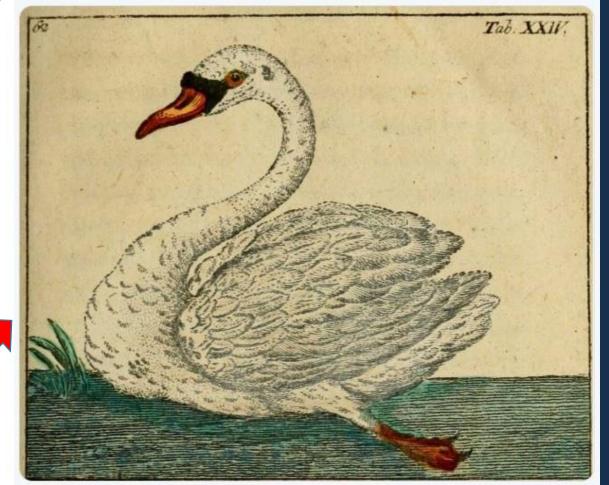
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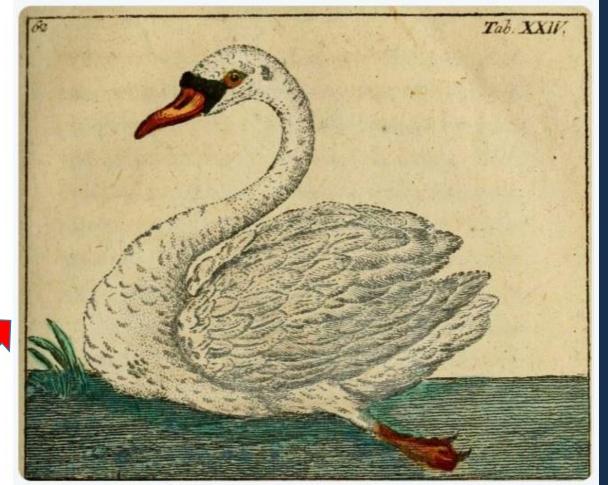
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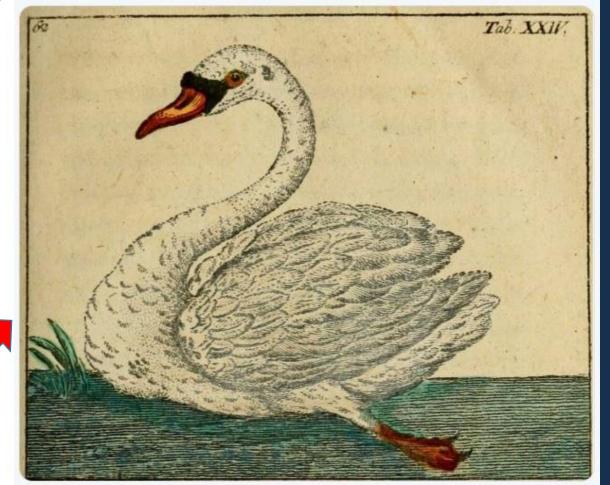
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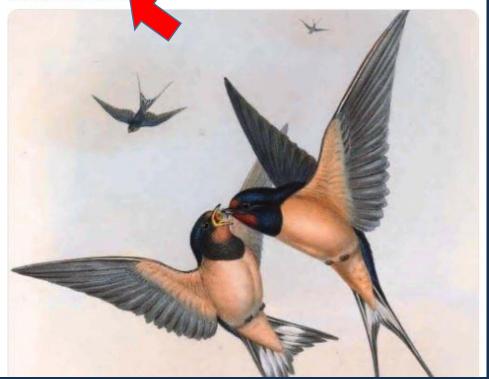


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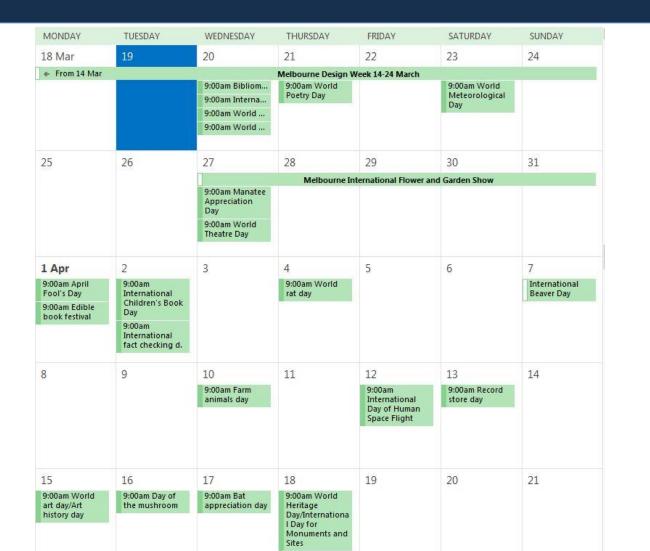


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Inspiration for posts



- Sharing others' content
- Trending topics
- Current events
- Calendar of events

Making meaningful connections online

- Social media as professional development
- Taking time to build your community
 - "Once your network is established, you will find the benefits far outweigh the time commitment" (Stranack 2012, p.2)
- To fully engage you must contribute



Stranack, K. (2012) The connected librarian: using social media for "do it yourself" professional development, *Partnership: the Canadian Journal of Library and Information Practice and Research*, Vol.7, no.1, pp.1-5.

Growing a following



- Posting consistently
- Strategies for increasing following
- Promotion and cross-promotion
 - Gemma Steele
 Librarian
 Museums Victoria
 GPO Box 666 Melbourne VIC 3001 Australia
 museumsvictoria.com.au
 <u>Twitter
 LinkedIn
 </u>

Managing and maintaining your accounts

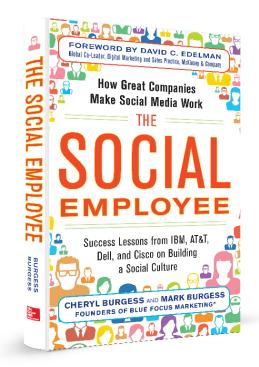
- Social media management tools
 - Later
 - Hootsuite
 - Tweetdeck
- 'Filter failure' (Shirky 2008)



Shirky, C. (2008) Web 2.0 Expo NY: Clay Shirky (shirky.com) It's Not Information Overload. It's Filter Failure, video recording, YouTube [Accessed 8 March 2019] https://www.youtube.com/watch?v=LabqeJEOQyl

'The Social Employee'

- · Employers provide employees with tools and training
- Employees sharing expertise & own personal worth online through personal branding
- Employees adding credibility and esteem to employer's brand
- Employees provide a more authentic representation and voice
- Employees creating sharable content
- 'Social employees' provide a "window into a brand's soul" (p.6)
- 'Social employees' become "external reflections of their thriving corporate cultures" (p.42-43)



Museums Victoria's 'Social Media Project'

- "...we need to grow our digital literacy and make sure staff have the tools and know-how to confidently participate in our social communities. We'll achieve this through the Social Media Project an ongoing program to support staff develop skills to grow their professional social networks and share more of what we do at Museums Victoria" *Email communication, 'Announcing the Social Media Project', 16 February 2018*
- "Lines between work and personal use on social media are increasingly blurred. As social media has matured, people are using it to connect with other people in a professional capacity, to listen, share, engage, gain insights and build influential networks." **Social media playbook: being professional on social media, Museums Victoria (v8)**





gemgemyellowgem Melbourne Museum

ВСЕСОЮЗНОГО НЕФТЯНОГО НАУЧНО-ИССЛЕДОВАТЕЛЬСКОГО ГЕОЛОГОРАЗВЕДОЧНОГО ИНСТИТУТА (ВНИГРИ)

ВЫПУСК 148

A. A. Savelyev A. A. CABEЛЬEB

The Jurassic Trigoniidae of Mangyshlale and western Turkmenia.

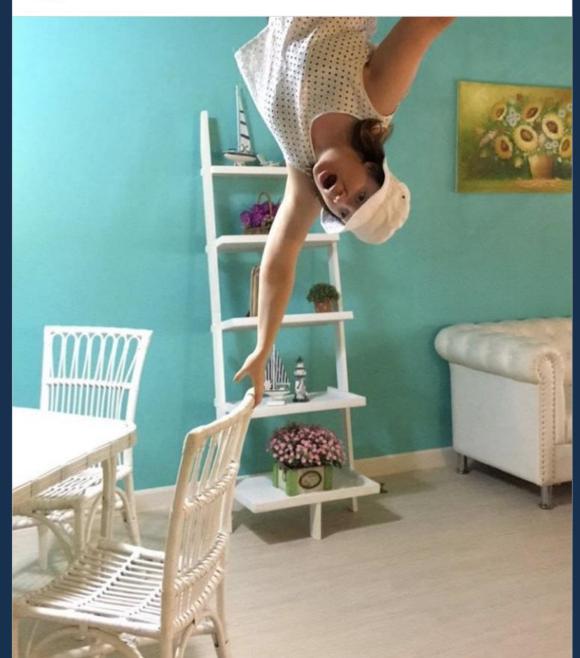
ЮРСКИЕ ТРИГОНИИДЫ МАНГЫШЛАКА И ЗАПАДНОЙ ТУРКМЕНИИ





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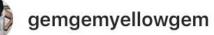




gemgemyellowgem Melbourne Museum



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gemgemyellowgem I have (in the loosest possible sense of the word) curated a display of rare books which are now on show at Melbourne Museum.



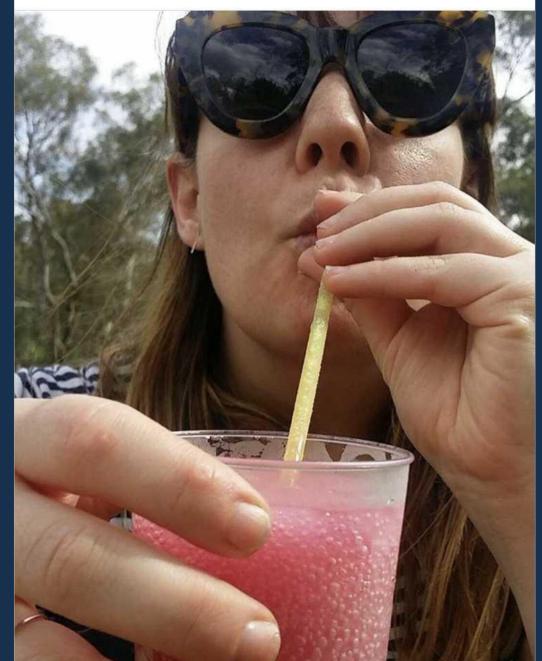
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gemgemyellowgem Just two birds in a warehouse celebrating #museumselfie day behind the scenes at #museumsvictoria @museumsvictoria



gemgemyellowgem Pfeiffer Wines



gemgemyellowgem

Edit profile

Gemma Steele

@gemgemyellowgem

Librarian @museumsvictoria - special libraries, rare books, museums, cataloguing, research, marketing. Former journalist, media monitor, political researcher.

Melbourne, Victoria \odot

Jack States Liked by kathykoo_design and 31 others

gemgemyellowgem Hey library folk & bibliophiles! I've decided to segment my 'social' life, and I'm now going to be using Twitter to post library, rare book and other related professional content If you're interested in following me, my handle is also @gemgemyellowgem over on Twitter

Gemma Steele @ #NLS9

@museumbooks

Librarian @museumsvictoria - special libraries, rare books, museums, cataloguing, marketing, GLAM. @BibSocANZ co-tweeter. Fmr journalist & political researcher

Ø Melbourne, Victoria Joined October 2009

394 Photos and videos







Tweets	Following	Followers	Likes	Lists	Moments
1,035	1,575	908	1,603	8	0

Media Tweets **Tweets & replies**

Pinned Tweet



Gemma Steele @ #NLS9 @museumbooks · Jun 3 #ICYMI, I'm going to be delivering my #APLIC18 talk on marketing and promotion of special libraries and special collections again at this FREE @RareBookWeek event

@nicolekearney and @Danvwee will also be speaking - more details in the link!



Promoting Rare Books & Special Collections: Melbourne Museum

Recommendations from literature review

	A	B
1	Recommended	Keep an eye out for people retweeting your tweets on a regular basis and reach out to them
2	Interactivity, comment back and forth, engage	determine which messages/posts worked best
3	Tagging to encourage retweet/regram	keep track of which types messages are causing people to like/retweet and start moving in that direction
4	Provoke emotion	Schedule messages
5	Ask questions	Create lists on Twitter to streamline content
6	Ask for feedback	Provide value to your followers by providing links to articles, blogs that offer useful information
7	throw out topics from the news to spark a conversation	Establish yourself as an expert
8	ask people to like or share a post	Follow back your followers
9	solicit comments	Analytics/Evaluate effectiveness of posts regularly
10	when you post always attach a URL, picture or video	Maintain a calendar of events
11	See what's trending and post about that	think about what themes are going to stimulate interactivity
12	Follow 20 new people every day	Engage in professional discussions related to your career interests
13	Follow journalists that cover your sector	Comment on others' posts
14	Follow people you want to learn from	When retweeting always add a comment
15	Follow influencers in your sector	Benchmark against others in your brand category to see how they are successfully using whatever platform/s you are on
16	Search for keywords and follow people whose tweets contain those words	See where your audience is located and adapt your posting schedule accordingly
17	Use puns	Always respond to questions and comments
18	Be offensive	
19	15 sharing triggers: Sexy	Illuminating (Useful as well as entertaining)
20	Funny	Random
21	Love	Zeitgeist
22	Romance	Uplifting
23	Shocking (as in disturbing)	Disgusting
24	Moving	Cute
25	Controversial	Unbelievable (has to be seen to be believed)
26	Cool	

Case study

- Took place over seven weeks
- 200 new followers

- 250.4K impressions
- Average engagement rate 1.8%

Scheduled?	Weekend?	Date	Time of post	Brief description	Strategy	No. of likes	No. of followers when posted	Replies	Retweets	Media engagements	Total engagements	Impressions	Notes for study and presentation
		20/3/2019	12:10	World Frog Day	Use puns/See what's trending	20	-	1	6	11	50	2103	Image cut off at top
Y		21/3/2019	16:55	Birds feeding mid-air	Ask questions/solicit comments	37		1	8	22	76	1731	Very nice image, well framed.
Y	Y	23/3/2019	10:05	Stop and smell	Sharing triggers: cute	12	2	1	3	8	25	435	i
		26/3/2019	16:13	Metamorphasis	Tagging to encourage retweet	49	-	4	20	58	167	5319	Lovely images. Retweeted by two libraries with thousands of followers each
		28 <mark>/3/201</mark> 9	10:40	Bird penises	Sharing triggers: illuminating. Tagging to encourage retweet	16		5	3	36	78	3685	Pictures didn't preview well
Y		29/3/2019	06:55	Crocodile	Use of humour	14	689	2	2	5	26	658	Picture was a bit dark
		1/4/2019	09:45	April Fool's retweet w/comment	Sharing triggers: unbelievable, funny	38	693	6	1		64	2464	í.
		2/4/2019	<mark>11:4</mark> 0	Video flicking through book	Experimenting with video	28	693	1	2	13	59	1194	Video was grainy
		3/4/2019	1 3:47	Gigantic octopus	Sharing triggers: illuminating, unbelievable	16	697	0	1	14	39	651	Picture was black and white, and I took a photo of me holding the book rather than a well framed pic
		4/4/2019	13:15	Rat day	Sharing triggers: cute, disgusting	13	698	2	0	4	30	1358	Photo was framed well but it's a rat, soooooo

Top performing Tweets

- Over 36K impressions, 200 likes, 60 retweets
- Posted as part of #MuseumWeek2019 online event
 - Taking part caused my impressions, mentions, and people visiting my profile to spike
 - 20-30 followers over the course of the week
 - Named one of the top influencers in the Oceania region by @MuseumWeek
 - @MuseumWeek has over 230,000 followers and I was mentioned by them several times over the course of the week



Gemma Steele @ #NLS9 @museumbooks · May 13 Hope Macpherson was Australia's first female curator, and part of the first group of female scientists allowed to travel to Antarctica

Here she is working on @museumsvictoria's shell collections c.1946

#WomenInCulture #MuseumWeek2019 #ThisIsMyMV



♀ 3 1,63 ♡ 206 ||

Top performing Tweets

- Over 9K impressions, 100 likes, 30 retweets
- Tagged two Zoological Society of London accounts, and Biodiversity Heritage Library
 - Shared by two ZSL accounts
 - Shared by BHL
- @MuseumWeek 232K followers
- @Library_Vic 32.4K followers
- @OfficialZSL 30K followers
- @MuseumsVictoria 23.2K followers

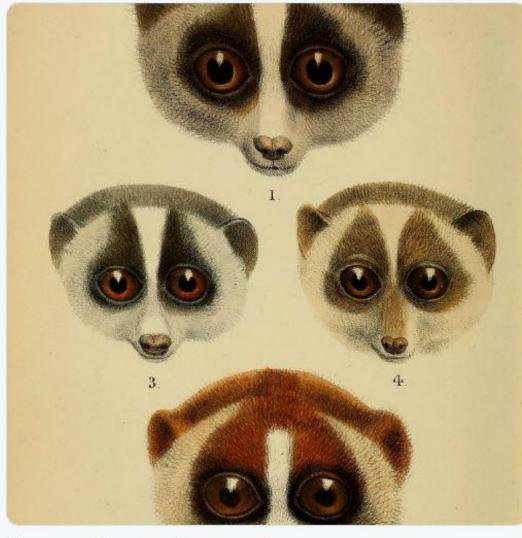
- @BioDivLibrary 23K followers
- @MelbourneMuseum 14.4K
- @takapodigs 11.9K followers
- @ZSLLibrary 5.5K followers



Gemma Steele @ #NLS9 @museumbooks · Apr 5 It's pretty rare that I'll be flicking through a scientific journal and come across something so ridiculously cute as these 'faces of Lorises'

#SciArt #illustration from @OfficialZSL Proceedings 1904, via @BioDivLibrary

#library #loris #slowloris #rarebooks @ZSLLibrary



♀3 12 30 ♡107 山

Top performing Tweets



Gemma Steele @ #NLS9 @museumbooks · May 23 Melbourne @RareBookWeek is a fantastic opportunity for some FREE professional development this July!

I'm really proud of the program @hayleybwebster and I have put together for @melbournemuseum this year 🛃 museumsvictoria.com.au/melbournemuseu...

#libraries #librarians #rarebooks #Melbourne





Gemma Steele @ #NLS9 museumbooks

I have a background ambition of one day self-publishing a book where I would make my own paper, and print, illustrate and bind the whole thing myself

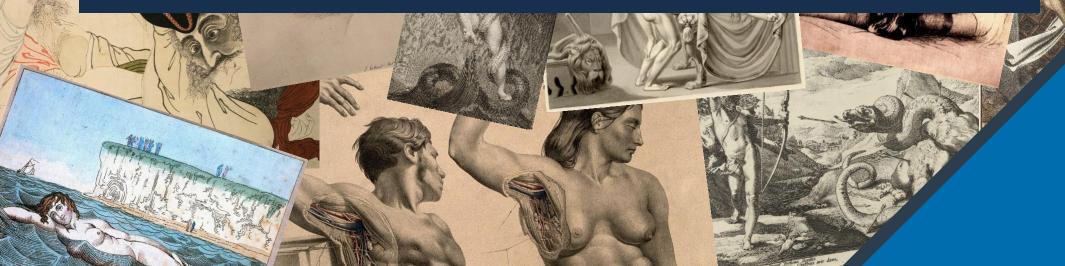
Today I took a tiny wee step in the right direction by taking a printmaking class

In true librarian form, I printed a cat.





How to win followers and influence people



MUSEUMS VICTORIA



The gentle art of offending your peers



MUSEUMS VICTORIA





MY FAVOURITE STAR SIGNP





BUZZFEED











M' BULL

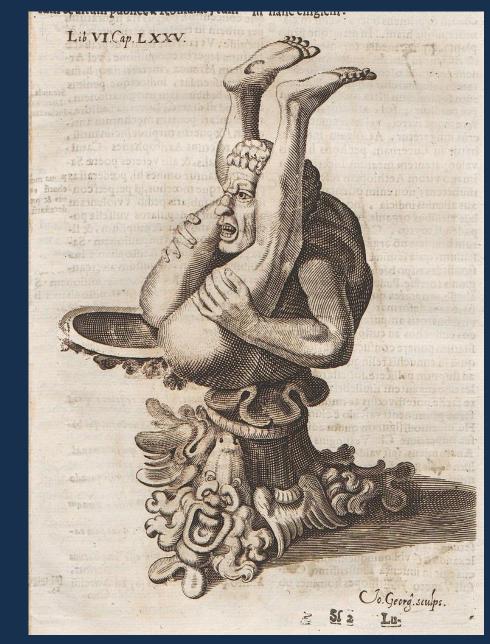
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AUTHENTICITY

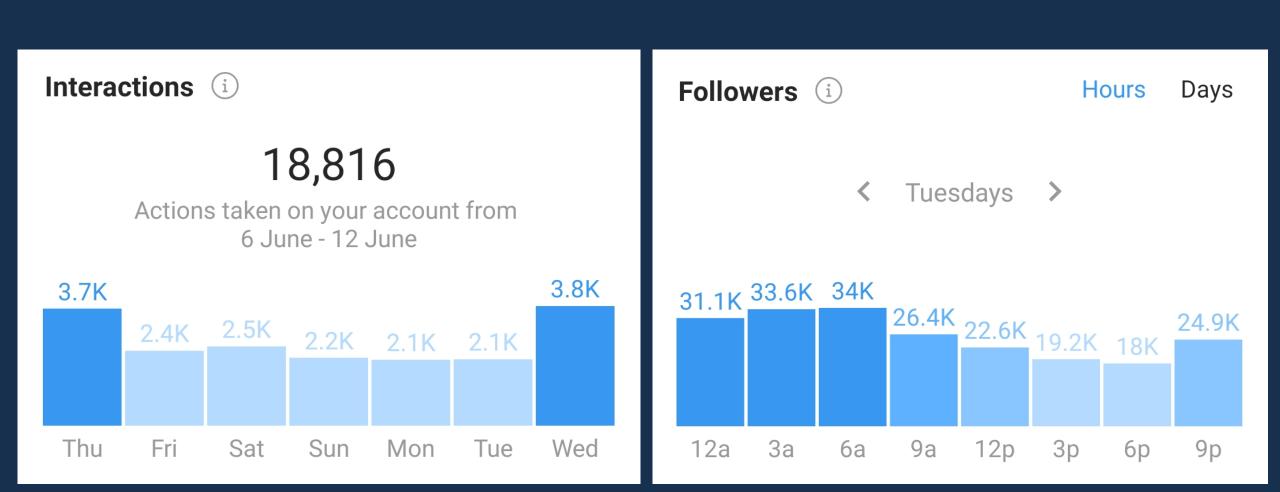
Hear me roar!

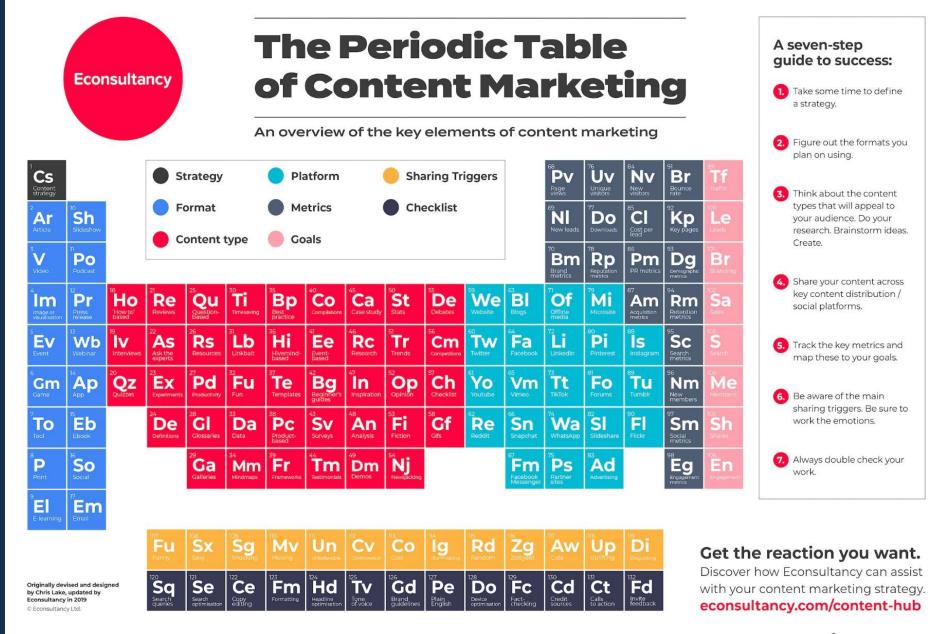
GAME CHANGER





INTERACTIVITY









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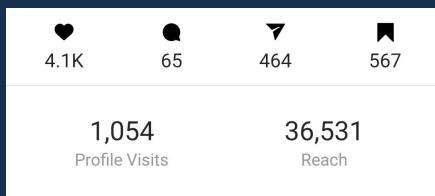


Liked by **kweewee** and **4,126 others**

oldbooklibrarian I think this is how seafood sticks are made. Unknown Japanese artist, c. 19th century.

View All 65 Comments

oldbooklibrarian @theghostmaidens I'm a saint. blakkr Imagine the birthing, ewww







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Liked by **kweewee** and **8,964 others** oldbooklibrarian **222** "Nymphs Hunting", by Julius LeBlanc Stewart, 1898.

View All 69 Comments

raskolnikoff.nbk_sawyer Is it just me or this painting is a tribute to Felicien Rops' Pornocratès ??

● 9K	6 9	7 899	1.5K
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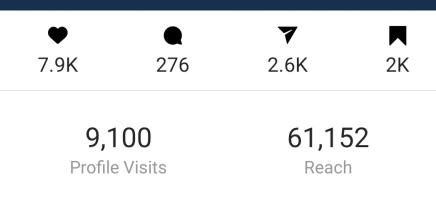


Liked by **kweewee** and **7,890 others**

oldbooklibrarian "The circulatory system: dissection of the anal area of a man, with the arteries indicated in red. Coloured lithograph by J. Maclise, 1841/1844".

View All 276 Comments

loueeze99 Ouchies!









Liked by **kweewee** and **4,387 others**

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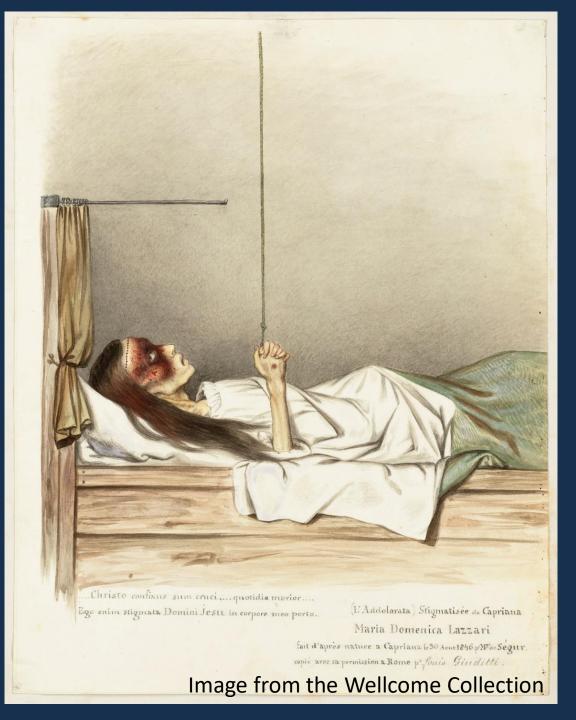
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oldbooklibrarian Maria Domenica Lazzari (Lazzeri), a girl with stigmata on her hands. Watercolour by L. Giuditti after L.G. de Ségur, 1846.

View All 37 Comments

valllenquist What's that string she's holding?

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4.4K	37	162	
718		38,943	
Profile Visits		Reach	



III Unbelievable

View Insights

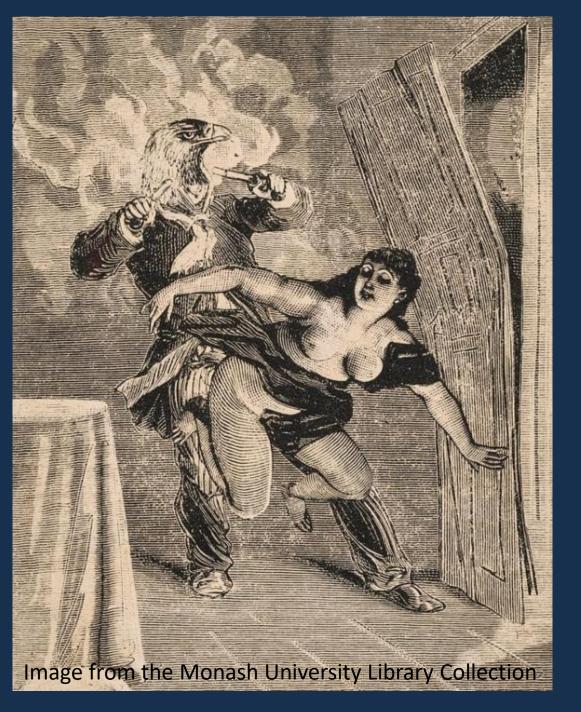




Liked by **kweewee** and **4,903 others** oldbooklibrarian "Une semaine de bonté", by Max Ernst, 1934. View All 35 Comments

ftmaranda Where do you get this stuff, Librarian???

●	Q	▼	5 51
4.9K	35	340	
1,2 Profile		39,1 Read	









∑ Q ₹



Liked by **kweewee** and **6,332 others**

oldbooklibrarian From the "Compendium rarissimum totius Artis Magicae sistematisatae per celeberrimos Artis hujus Magistros. Anno 1057. Noli me tangere", it is roughly dated at 1775. From the Wellcome Collection.

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View All 97 Comments



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Liked by **kweewee** and **10,541 others** oldbooklibrarian My new favourite thing. "La Femme Chauve Souris", or, "The Bat-Woman". Oil painting by Albert Joseph Pénot, ca. 1890. View All 94 Comments ijessup @jemesii 🖤 🖤 \bigcirc bison_books 7 10.5K 2.3K 94 1.1K

2,366 Profile Visits

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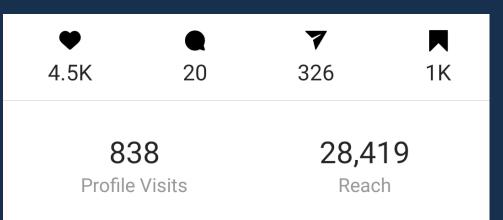
Liked by **kweewee** and **4,543 others**

oldbooklibrarian When you try to be happy and people still tell you it costs nothing to smile. Louis XIV, King of France, Jacob Gole, after Cornelis Dusart, 1691. Louis the Great was also referred to as the Sun King due to his personal emblem being the Sun.

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View All 20 Comments



LE ROY DE FRANCE. l'Home immortel Chef de la Ste Lique.



Mon soleil parsa force eclaira l'heretique, Il chassa tout d'un coup les brouillards de Calvin: Non pas par un Zele divin, Mais a fin de cacher ma fine Politique.

Image from the Rijksmuseum Collection







W

Liked by **kweewee** and **6,903 others**

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View All 124 Comments

●	•	▼	1 .1K
6.9K	124	1.1K	
•	9 15 e Visits	51,1 Rea	



Image from the Wellcome Collection



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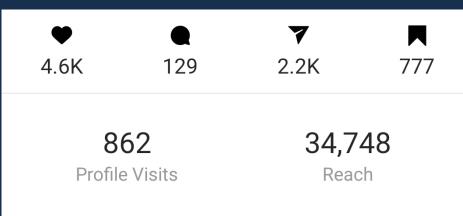
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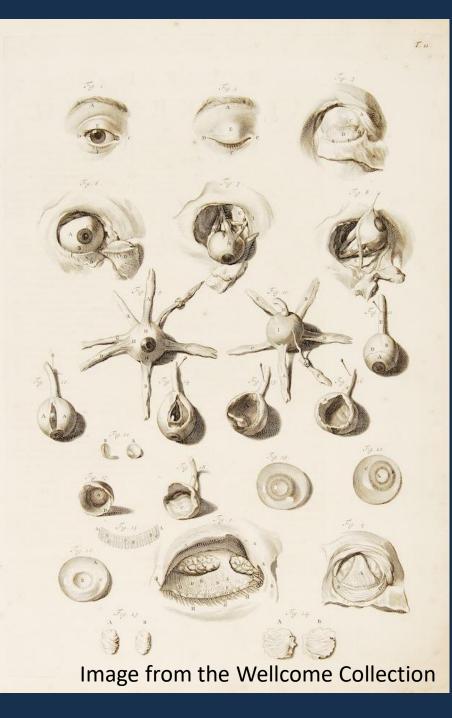
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