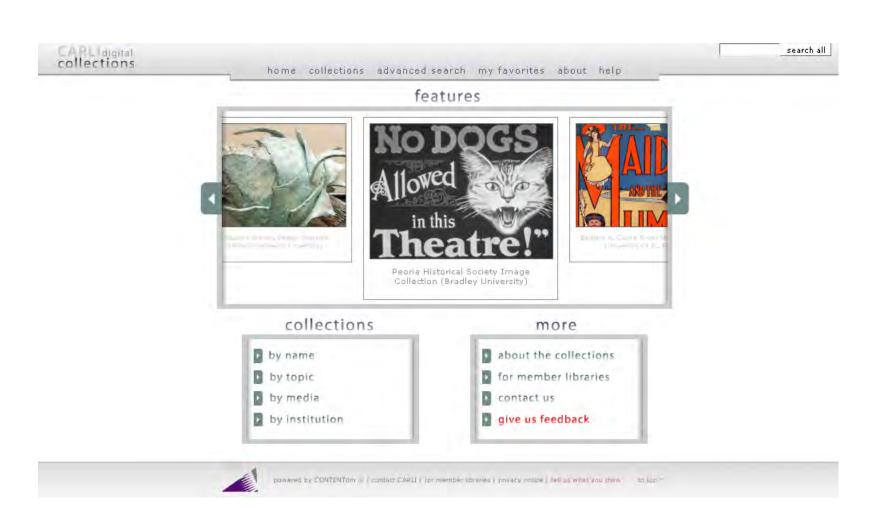
# Letting the World Know About Your Digital Collections

A Practical Approach to Promotion and Marketing

Ginger Frere – Newberry Library
Chris Day - School of the Art Institute of Chicago



**CARLI Digital Collections Users Group** 

## **Promotion Starts Day 1**

"Field of Dreams" theory not good enough

Promotion must be

- Part of the project plan
- A line item in the budget
- Owned by project team member

## Agenda

- Target audiences
- Suggestions from Kelly
- Promotion and marketing ideas
- Newberry examples
- What the literature says
- CARLI stats and Google Analytics
- Final Thoughts

## **Identify Target Audiences**

### **Internal Audiences**

- Undergrads
- Graduate students
- Fellows
- Faculty
- Staff/administration
- Librarians

## **Identify Target Audiences**

### External

- Independent researchers
- Educators
- General public
- Other institutions
- Special interest groups (historical societies, local photography clubs, genealogists, etc.)
- Public libraries

Consider geography

## **SUGGESTIONS FROM KELLY**

- Talk to your PR person
- Be able to articulate a clear, specific goal (further knowledge of x; not "create awareness")
- Explain the scope and significance of collection
- Be clear about the project process, funding considerations, and required acknowledgements
- Know the target audience

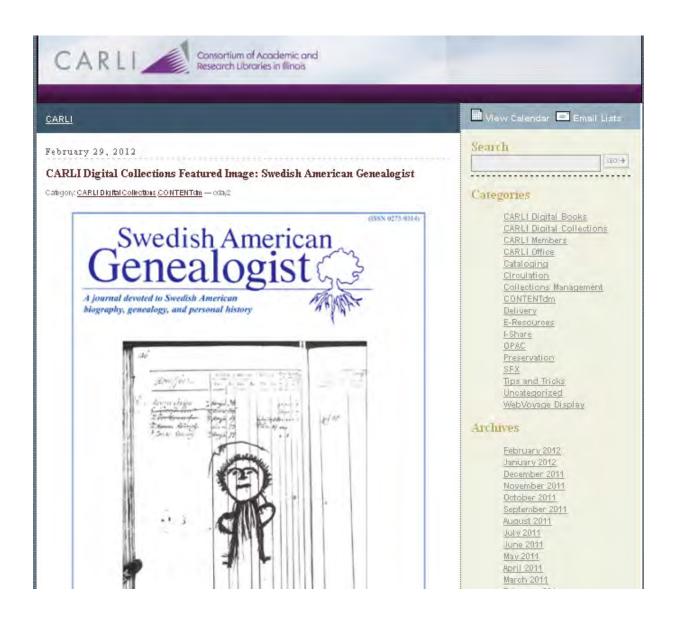
- Give them an "angle"
- Provide examples of how/why the collection can be used
- Provide captivating images
- Share personal stories of how patrons have used this material
- Promote the funder

- Enlist the help of a marketing class or intern
- Connect the collection to a significant event to provide historical context
- Relate the new collection to existing collections
- Schedule public programs
- Ask for space in broader organizational publications

### **Build contact lists**

- Universities
- Libraries
- Website owners
- Historical Societies
- Other organizations
- Researchers/writers
- Funders
- Use your "network" connections

# PROMOTION AND MARKETING IDEAS

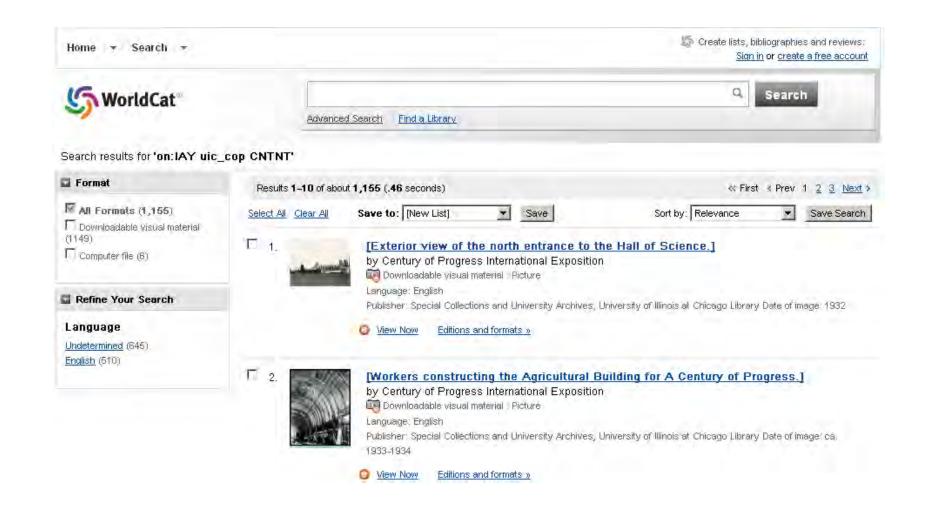




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	CONTENT dm Featured Collections: M	arch 2012			
Subscribe to OCLC updates and offers	Organizations worldwide are using CONTENTdm Digital outstanding digital collections and to provide easy access			reate thousands of	
Subscribe to OCLC distribution and discussion lists	This month, four collections from the CONTENT dm Collection of Collections are featured on the OCLC Web site. The featured collections for March are Galveston 1915 Huricane Photographs, The Baton Rouge Digital Archive from the East Baton Rouge Parish Library, World and Regional Maps Collection, 16th-19thc. and Oregon Shakespeare Festival.				
	Galiveston 1915 Hurricane Photographs University of Houston, M.D. Anderson Library				
	While many people are familiar with the Great Storm that devastated Galveston in 1900, fewer are aware of the hurricane that made landfall on August 17, 1915. Although the 1915 storm caused \$50 million worth of property damage, it only resulted in 275 deaths because of the protective seawall that had been constructed following the 1900 hurricane. The black and white photographs in this collection were taken by Rex Dunbar Frazier, a representative of Stone & Webster Engineering who went to the region to collect data and document damage.				
	The Baton Rouge Digital Archive from  East Baton Rouge Parish Library	the East Baton Roug	ge Parish Librar	Ā	
	The Baton Rouge Digital Archive is a local governments, businesses, residents and institutions items include but are not limited to photographs, manusc recordings and memorabilia held in the Baton Rouge Ro	of the City of Baton Ro ripts, documents, peri	ouge and East B odical publication	aton Rouge Parish ons, audio and vide	. These







### Voices of the Holocaust collection (http://voices.iit.edu).



For the first time, the entire collection of David P. Boder's interviews with Holocaust survivors and other refugees is now available to the public. The Voices of the Holocanst project, curated by Paul V. Galvin Library at Illinois Institute of Technology, has restored and transcribed these historic recordings and published them online so that the stories of these survivors of Nazi terror will never be forgotten.

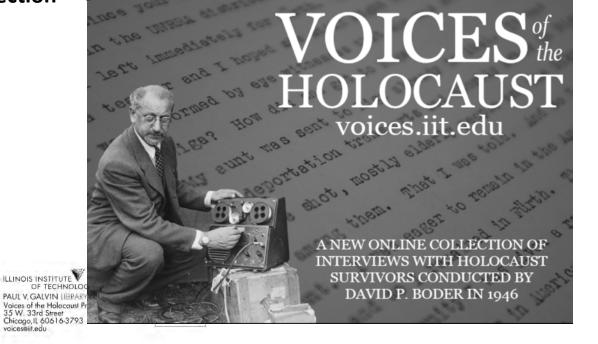
voices@iit.edu

The enhanced features of the new website include:

- · original-language transcriptions and English translations of all 119 interviews
- · digitally remastered audio of the recordings, with synchronized transcripts
- · full-text searching of interview content
- advanced searching and browsing capabilities based on biographical, historical, and geographical facets of the interviews and interviewees' testimony
- · interactive maps featuring concentration camps, ghettos, survivor birthplaces, and other relevant locations
- · critical content and commentary such as introductions, footnotes, glossaries, bibliographies, and a detailed biography of Boder and the Voices project

This interactive digital archive will be a vital primary resource for researchers, historians, scholars, and students of all ages. The interviews, considered to be the earliest-known oral histories of the Holocaust, provide firsthand accounts of the horrific brutality of the period, as well as fierce struggles for survival. The collection brings these forgotten voices to life in a way never before possible providing a richer understanding of the Holocaust and those who experienced it.

Funding for this project was remaind by the Ellinds State Library (SLL), a Organizant of the Office of Secretary of State, using State provided by the OLL Continue of Statement and Continue of Stateme



"I basically did web searches for 'Holocaust Studies' and found faculty/ departments in that area, then created a big mailing list. I think it had a pretty significant impact as far as making people aware of the collection and driving some traffic our way."

-Eben English





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## Tracing Your Des Moines County Ancestors at the Burlington Public Library

#### PHOTOGRAPHS

Daily Life Along the Chicago, Burlington and Quincy Railroad

Online collection includes over 60 photographs from Burlington in the 1940s including local homes and workers at the shops.

### **Bughouse Square**

rtillen my sambor.



Joe Worker Arrives Online

Document The Special of the Robot

#### When Corporate PR Meets Social History

Posted of September 22, 2009

File this under "while you were on summer vacation." The Newberry Library released a fascinating photo collection under the deceptively plain title "Daily Life Along the Chicago, Burlington and Quincy Railroad." It is a selection of some 3,000 black and white photographs taken by Russell Lee and Esther Bubley in 1948. Both Lee and Bubley are more well known for their role in the



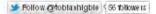
#### Get the Feed



#### Recent Posts

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### Daily Life Along the Chicago Burlington and Quincy Railroad

February 17, 2010 | Comments Off

In 1955, the Chicago, Burlington and Quincy Railroad hired Newberry President and Librarian Stanley Pargellis and newspaperman and historian Lloyd Lewis to edit a book documenting the social and economic impact of the railroad. This resulting book named Granger Country: A Pictorial Social History of the Burlington Railroad contained historical materials and photographs taken by Esther Bubley and Russell Lee.





#### Real

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#### Model

Camelot Junction Scratchbuilders Guild ModelRailCast Bayside & TideWater EuroRail Hobby Store Model Builder

#### **Virtual**

Trainz 2009 VR Blogger US Locomotive Works RRMods iBerTrainz

#### Categories

Uncategorized Friday Fun Model Railroads Real Railroads Scratchbuilding Site News Train Show

### Eastman's Online Genealogy Newsletter



The DAILY genealogy technology newsletter for genealogy consumers, packed with straight talk - hold the sugar coating - whether the vendors like it or not! This is the most popular online genealogy magazine in the world, as measured by Alexa.

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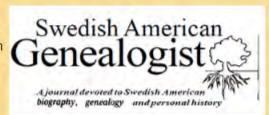
« Historic Ebbw Vale, Wales Building Set To Re-Open as a Genealogy and Visitor
Centre | Main | (+) Use Old MS-DOS Programs on Windows or Macintosh »

JIIV 47-500

### Swedish American Genealogist Online

Listen

The Swedish American Genealogist is a quarterly journal devoted to Swedish American biography, genealogy, and personal history. The journal was founded in 1981 by Nils William Olsson and is



currently edited by Elisabeth Thorsell. This online collection is now available free of charge to the public and contains issues published as recently as 2007.

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### John Wesley Powell

From Wikipedia, the free encyclopedia

For other people named John Wesley, see John Wesley (disambiguation).

**John Wesley Powell** (March 24, 1834 – September 23, 1902) was a U.S. soldier, geologist, explorer of the American West, and director of major scientific and cultural institutions. He is famous for the 1869 Powell Geographic Expedition, a three-month river trip down the Green and Colorado rivers that included the first known passage through the Grand Canyon.

Powell served as second director of the US Geological Survey (1881–1894) and proposed policies for development of the arid West which were prescient for his accurate evaluation of conditions. He was director of the Bureau of Ethnology at the Smithsonian Institution, where he

External links

[edit]

- Biographical sketch (1903) by Frederick S. Dellenbaugh
- [1] NPS John Wesley Powell Photograph Index
- Works by or about John Wesley Powell 
   in libraries (WorldCat catalog)
- John Wesley Powell Student Research Conference & at Illinois Wesleyan University
- John Wesley Powell Collection of Pueblo Pottery at Illinois Wesleyan University Ames
   Library
- Powell Museum 
   Page, Arizona
- John Wesley Powell River History Museum 
   Green River, Utah
- "John Wesley Powell" 🗗 by James M. Aton in the Western Writers Series Digital Editions 🗗 at Boise State University
- "A Canyon Voyage, The Narrative of the Second Powell Expedition down the Green-Colorado River from Wyoming, and the Explorations on Land, in the Years 1871 and 1872" @ (1908) by Frederick Samuel Dellenbaugh at Project Gutenberg.



Wikisource has original works written by or about: John Wesley Powell







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### University of Wisconsin-Milwaukee Libraries Digital Collections

From Wikipedia, the free encyclopedia

The University of Wisconsin-Milwaukee Libraries Digital Collections was established in 2001 to provide remote (online) access to the library's unique resources. It serves the University of Wisconsin-Milwaukee academic community as well as the general public.













Photos

Notes

₱ Links

### University of Miami Libraries Digital Collections

S

Education . Coral Gables, Florida











Like

Wall



#### University of Miami Libraries Digital Collections

New! The Edward Spalding Digital Collection

If you're interested in trade, shipping, and agriculture in early nineteenth century Cuba, be sure to check out the Edward Spalding digital collection.

Spalding was a shipping agent who worked in Cuba in the early 1800s, and the collection contains correspondence and business records on a variety of topics, such as trade routes, cargo shipments, market conditions, and the production and shipment of coffee, sugar, cigars, and molasses.

Learn more at: http://merrick.library.miami.edu/cubanHeritage/chc0184/



http://www.facebook.com/pages/University-of-Miami-Libraries-Digital-Collections/261554914359

### The Ashes of Waco

A blog about the digitization and online presentation of archival materials in the Dick J. Reavis Papers that are related to his book, *The Ashes of Waco: An Investigation*, about the 1993 raid, siege and burning of the Mt. Carmel Center near Waco, Texas.

The Wittliff Collections, Albert B. Alkek Library, Texas State University-San Marcos

#### THE ASHES OF WACO

### The Ashes of Waco digital collection

The CONTENT of the containing the digitized materials and the metadata records from the Dick J. Reavis Papers.

#### The Ashes of Waco website

Portal page to the digital collection. Includes a transcribed interview with author Dick J. Reavis, and information about the author, the book, the papers, the grant, the digital collection and the Southwestern Writers Collection.

GRANT PROJECT FUNDED BY:

Texas State Library and Archives

#### March 19, 2010

#### **Audio Files**

All the audio files currently in the digital collection now play directly in the window, thanks to Todd Peters, who embedded the audio player, and Alan Schaefer, who moved the audio files and updated the metadata.

This works a little differently than the streaming video, which relies on whatever media player you have on your hard drive to play. But both the audio and video files work similarly now, and much more conveniently by not downloading to your hard drive before playing. You can play the file immediately, read the metadata as you watch/listen, and skip around the file at will.

So, we currently have the following audio files available online. Hold your mouse over the link for a brief description, and click on the link to go directly to the record.

#### RECENT POSTS

**Audio Files** 

Video Streaming Done (for now)

Progress on Streaming

**Upcoming Improvements** 

**Browser Issues** 

**Another New Acquisition** 

**Negotiation Transcripts** 

Lee Hancock Collection

we're live

more screenshots & news on the site

CATEGORIES

## **NEWBERRY EXAMPLES**



**Exhibits** 

## Ongoing web exhibits

### Newberry Digital Exhibitions

"Everwhere West":



Daily Life Along the Chicago, Burlington and Quincy Railroad

Introduction | Making of Granger Country | "Everywhere West" | Technology, Trains, Trainmen | Settlement Along the Railroad | Credits

Introduction Next

The Chicago, Burlington and Quincy Railroad was one of the largest and most significant railroads in the United States, controlling transportation over much of the nation between the Rocky Mountains and the Mississippi River. Formed from the Aurora Branch Railroad in 1855, the company employed thousands, settled the country with immigrants from the United States and Europe, established towns, fostered agriculture, and spurred the growth of Chicago and other urban centers. The firm was also a pioneer in promoting tourism to scenic sites such as the Rocky Mountains, and in adopting new technologies, most notably the diesel-electric stainless steel Zephyr trains.

In 1947, the CB&Q hired Newberry Librarian Stanley Pargellis and newspaperman Lloyd Lewis to write a centennial volume celebrating the social and economic impact of the railroad. To provide illustrations for the book, nationally recognized photojournalists Esther Bubley and Russell Lee, traveling in a railroad car, took thousands pictures of the railroad and the people, industries, farms, and towns alongside its tracks. The result was Granger Country: A Pictorial Social History of the Burlington Railroad (1949).

Granger Country was not destined for immortality, it sold poorly and was soon out of print. The book's most enduring legacy was the impressive collection of Bubley and Lee images documenting everyday life in postwar America, now part of the Chicago, Burlington and Quincy Railroad archives at the Newberry Library.

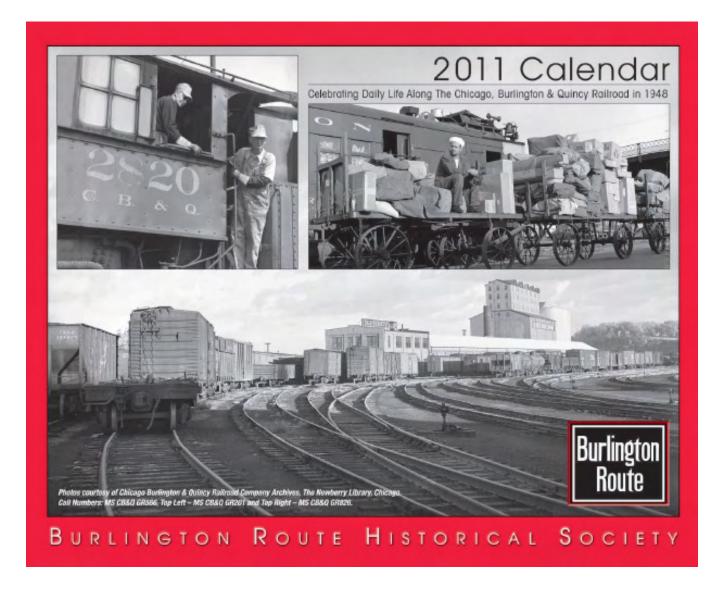


Ressell Lee, Observation Car of Morning Zephyr, May, 1948.



Pressell Lee, Chicago Skyline and tre 14th SiteenPassenger raids, May, 1948.

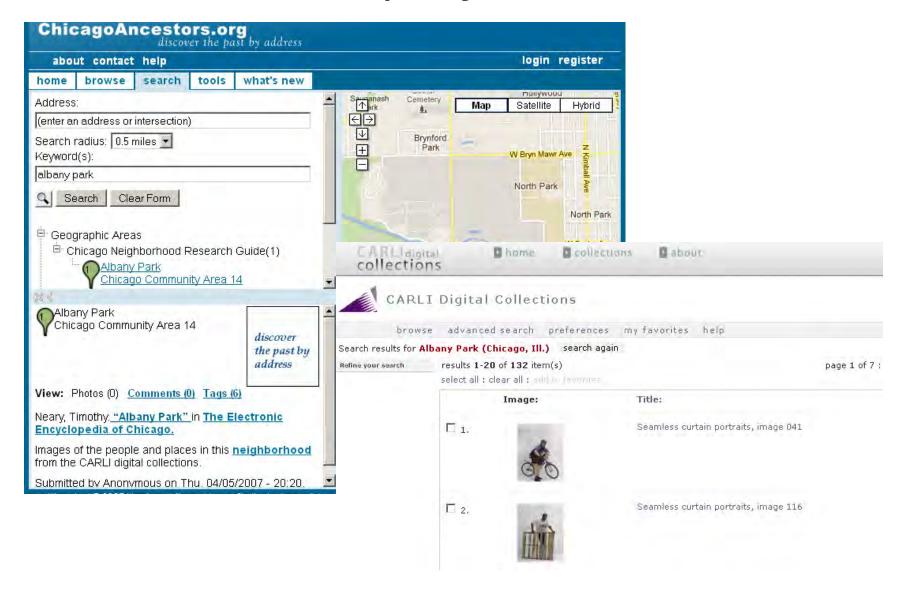
## Collaborations



## Presentations



## Cross project lines



## WHAT THE LITERATURE SAYS

## What the literature says

Madsen, C. M. (2009). "The importance of marketing digital collections: Including a case study from Harvard's open collections program". *ALISS Quarterly*, 5(1), 2-9.

http://christinemadsen.com/wp-content/uploads/2009/09/ImportanceofMarketingDigitalCollections.pdf

# Case Study from Harvard

## Open Collections Program (grant funded)

### Goals:

- To increase availability and use of historical resources
- To offer a new model for digital collections that will benefit students and teachers around the world

## **Quality Principles:**

- Selection standards
- Production standards
- Access standards

# Case Study from Harvard

### Outreach Campaign:

- Hired "outreach and evaluation coordinator"
- Emailed announcement targeting internal audiences
- Used inlink analysis and basic searching to identify and compile list of relevant courses, instructors and institutions
- Contacted owners of similar sites to request links
- Mailed printed brochures
- Emailed monthly updates
- Sent press releases to local media outlets
- Placed ads in conference publications and journals

Marketing budget was 2% of total project budget

# Case Study from Harvard

### **Results:**

- Visits to collection continued to grow
- Collections where no promotion was done had significantly lower usage

# What the literature says

Wine, Erica. (2008). "Online Digital Special Collections in English Universities: Promoting Awareness". FUMSI, 1 Feb. 2008. Web. 14 Mar. 2012.

"...digital special collections may constitute an important point of contact with wider cultural initiatives if appropriately exploited and promoted and may raise the profile of the home institution through the achievement of recognition in a regional, national or international context."

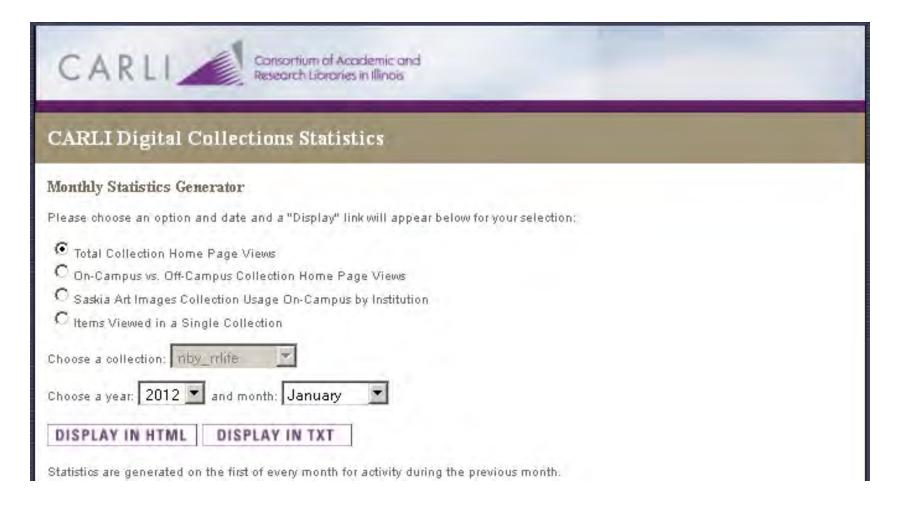
# Online digital special collections

- Collection issues
- Promotional issues
- Institutional issues
- Staffing issues

It's up to the curators to enhance promotion and awareness

## **STATS AND ANALYTICS**

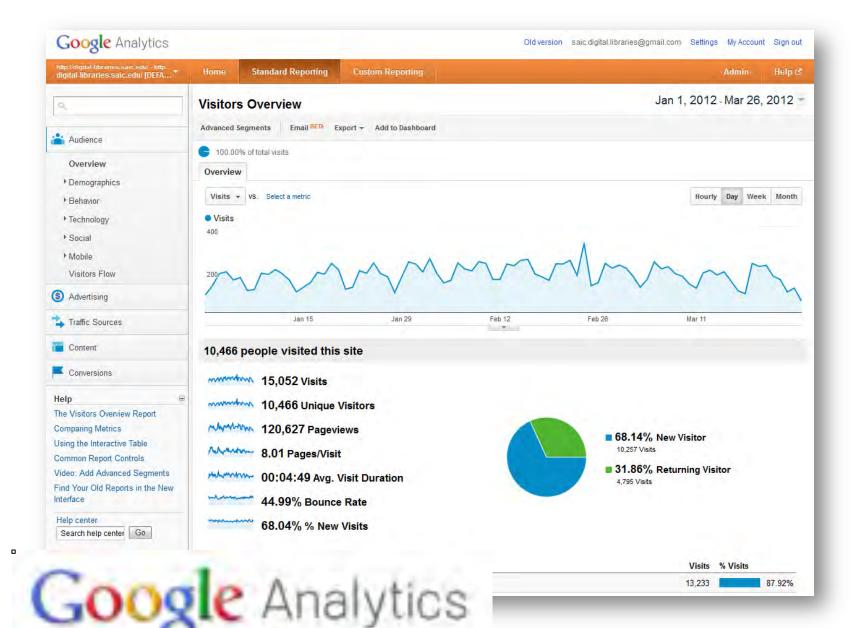
## **CARLI** stats



# CARLI stats (6/11 and 7/11)

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bra jack 35
bra peoria 136
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csu maxwell 7
dom hart 422
dom snow 0
eiu posto 35
eiu theatre 17
erk wwii 0
gsu ethno 9
gsu sculpt 6
ilc alumni 5
ilc forte 11
ilc jfa 4
ims art 80
isu new 6
iwu ames 178
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bra jack 31
bra peoria 217
csu digi 33
csu maxwell 21
dom hart 45
dom snow 0
eiu posto 44
eiu theatre 19
erk wwii 0
gsu ethno 17
gsu sculpt 14
ilc alumni 6
ilc forte 8
ilc ifa 8
ims art 54
isu new 9
iwu ames 175
```



### SAIC digital libraries

Ryerson & Burnham Digital Collections

#### Keyword search

go

#### SAIC Digital Libraries

- Advanced search
- Preferences
- Favorites
- About
- Copyright

#### Featured Collection





"Tomato slicer," The Joan Flasch Artists' Book Collection

#### Collections

the John M. Flaxman Library

. The Joan Flasch Artists' Book Collection

the Ryerson & Burnham Libraries

Ryerson & Burnham Digital Collections



# Google Analytics Code

#### 2. Paste this code on your site

Copy the following code, then paste it onto every page you want to track immediately before the closing </head> tag. ?

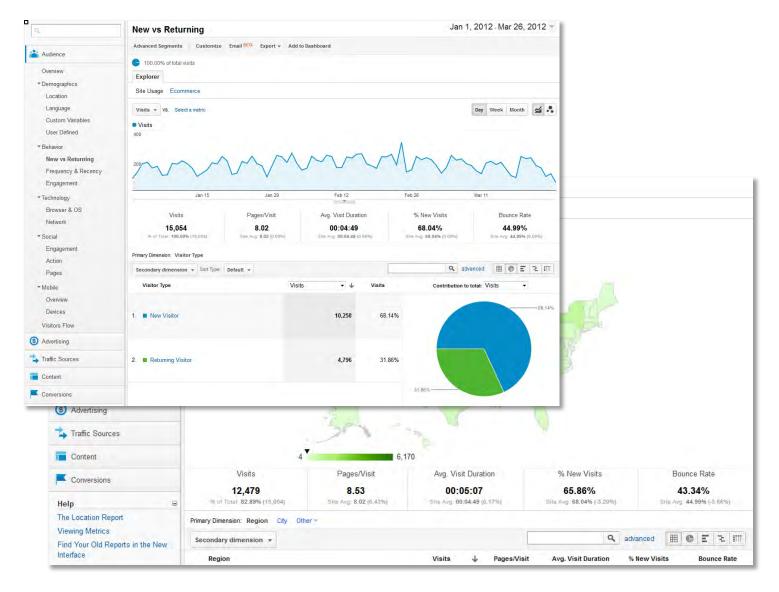
```
<script type="text/javascript">

var _gaq = _gaq || [];
   _gaq.push([_setAccount', 'UA-2507695-1']);
   _gaq.push([_trackPageview']);

(function() {
    var ga = document.createElement('script'); ga.type = 'text/javascript'; ga.async = true;
    ga.src = ('https:' == document.location.protocol?'https://ssl': 'http://www') + '.google-analytics.com/ga.js';
    var s = document.getElementsByTagName('script')[0]; s.parentNode.insertBefore(ga, s);
})();

</script>
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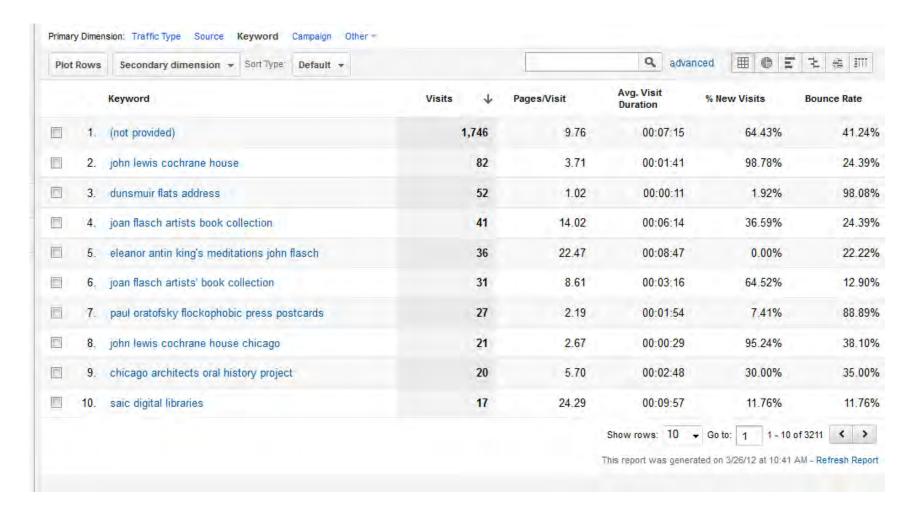
# Demographics



## **Traffic Sources**



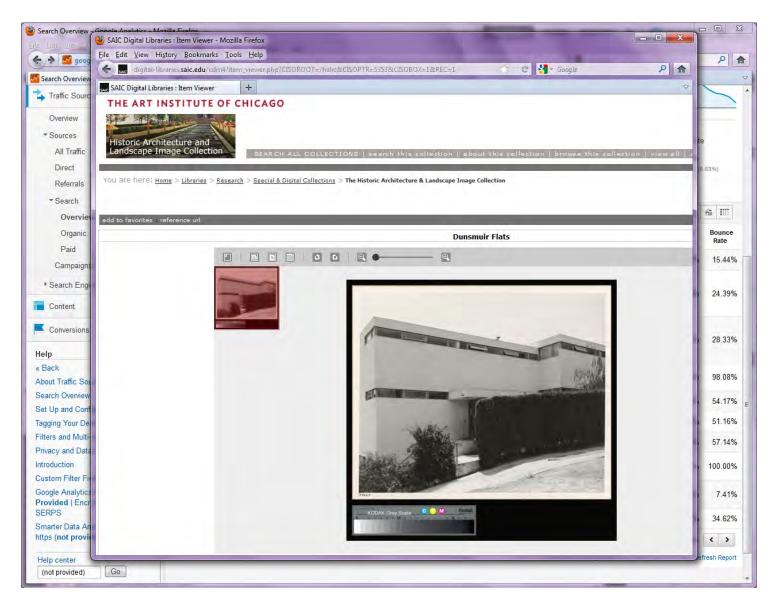
# Keywords



# **Landing Page**

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		Keyword	Landing Page		Visits ↓	Pages/Visit	Avg. Visit Duration
	1.	(not provided)	/cdm4/index_jfabc.php?CISOROOT=/jfabc	P	285	22.65	00:16:43
	2.	john lewis cochrane house	/cdm4/results.php?CISOOP1=exact& CISOFIELD1=CISOSEARCHALL&CISOROOT= /mqc&CISOBOX1=Cochran,+John+Lewis,+Residen ce	<b>@</b>	82	3.71	00:01:41
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	8.	(not provided)	/cdm4/item_viewer.php?CISOROOT=/jfabc& CISOPTR=2961&CISOBOX=1&REC=1	<b>@</b>	32	1.00	00:00:00
	4	joan flasch artists book collection	/cdm4/index_jfabc.php?CISOROOT=/jfabc	P	27	18.96	00:06:43

# **Landing Page**



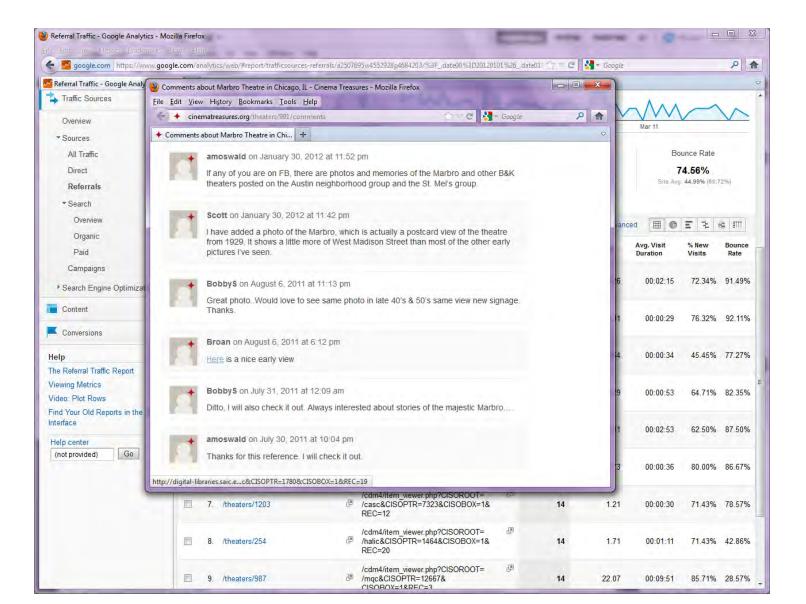
# **Traffic Sources**

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	2.	artic.edu / referral		3,295	12.22	00:07:05	60.03%	26.01%	
	3.	(direct) / (none)		2,843	8.06	00:04:43	65.00%	55.22%	
	4.	cinematreasures.org / referral		397	2.61	00:01:31	73.55%	74.56%	
	5.	libraryguides.saic.edu / referral		364	16.62	00:10:44	32.14%	21.43%	
	6.	en.wikipedia.org / referral		358	4.26	00:02:50	89.66%	53.35%	
	7.	facebook.com / referral		260	10.47	00:09:07	40.77%	40.38%	

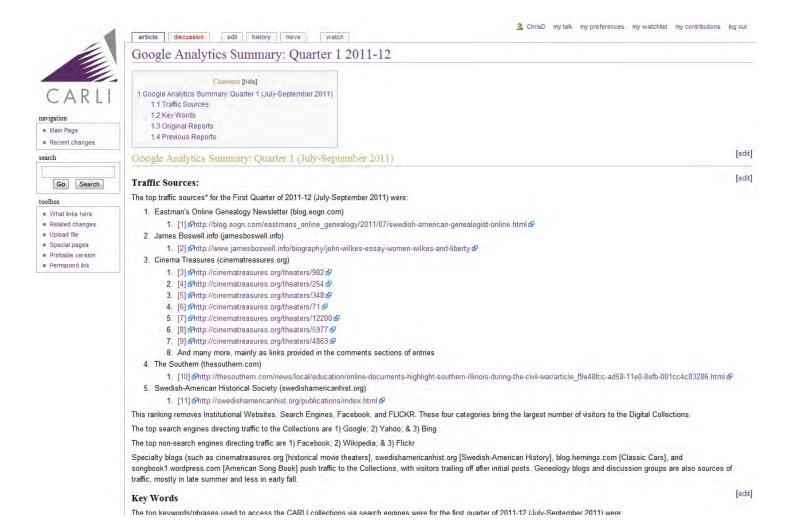
# Referral Path

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	2.	/theaters/348	/cdm4/item_viewer.php?CISOROOT= /casc&CISOPTR=8179& CISOBOX=1&REC=8	<b>@</b>	38	1.11	00:00:29	76.32%	92.11%
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	5.	/theaters/991/comments	/cdm4/item_viewer.php?CISOROOT= /halic&CISOPTR=1780&CISOBOX=1& REC=19	便	16	1.31	00:02:53	62.50%	87.50%
	6.	/theaters/302	/cdm4/item_viewer.php?CISOROOT= /halic&CISOPTR=10601&CISOBOX=1& REC=13	便	15	3.73	00:00:36	80.00%	86.67%
	7.	/theaters/1203	/cdm4/item_viewer.php?CISOROOT= /casc&CISOPTR=7323&CISOBOX=1& REC=12	Ø	14	1.21	00:00:30	71.43%	78.579
	8.	/theaters/254	/cdm4/item_viewer.php?CISOROOT= /halic&CISOPTR=1464&CISOBOX=1& REC=20	Ð	14	1.71	00:01:11	71.43%	42.869
	9.	/theaters/987	/cdm4/item_viewer.php?CISOROOT= /mgc&CISOPTR=12667&	1	14	22.07	00:09:51	85.71%	28.579

## Referral Path



## wiki.carli.illinois.edu



# Using Google Analytics

- Keywords
  - How are visitors looking for your collection?
  - What are they looking for and not finding?
  - How can you develop your collections further?
- Traffic Sources
  - How are visitors getting to your collections?
  - Are they staying and exploring?
  - New marketing resources, new partners
- Visitors Overview
  - Demographics
  - Tracking visitors over time

# Final thoughts

- Promotion is our job
- Promotion should be an ongoing activity
- You don't have to spend a lot of money
- Communicate value of collection
- Promote a benefit not a "thing"
- Collections of Collections
- Be creative, enlist others