FORGET FACEBOOK: TRY NICHE SOCIAL MEDIA

ASBDC Annual Conference Orlando, FL September 11, 2013

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What We'll Discuss Today

- What are niche social media
- Why use them
- How to select the right social media for your clients' businesses
- How to measure their success
- Output to tell when things aren't working

Types of Niche Social Media

- Tools that extend social reach
- Sites that target specific demographic markets
- Sites that specialize in specific activities
- Sites that target specific industries
- A client's own social media channel

Compare to Broad Social Media

- Facebook general networking
- Twitter short messaging
- Google Plus Google's answer to Facebook
- LinkedIn professional networking
 Pinterest image sharing

7 Goals For Social Media Marketing

- Casting a wide net to catch the target market
- O Branding
- Building relationships
- Improving business processes
- Improving search engine ranking
- Selling when opportunity arises
- Saving money on advertising



Standard Marketing Process Applies

- Decide which goal(s) to achieve
 Quantify objectives for each one
 Figure out how to measure results
 Define success
- Go after niche markets one at a time

Social Tools That Extend Reach

Bookmarking

- StumbleUpon, Delicious, Google.com/bookmarks Specialty Bookmarks, e.g. book recommendations
- Social Sharing Buttons & Chiclets Addthis.com, ShareThis.com
- News

Digg, reddit, google.com/news

Alerts

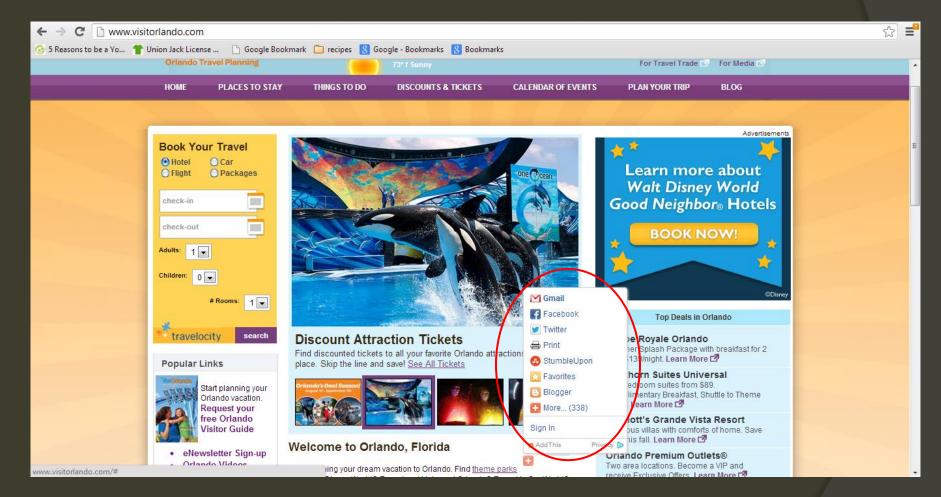
 Alerts.google.com, mention.com, etc.
 Dashboards Hootsuite, Netvibes

Social Bookmarking Sites stumbleupon.com

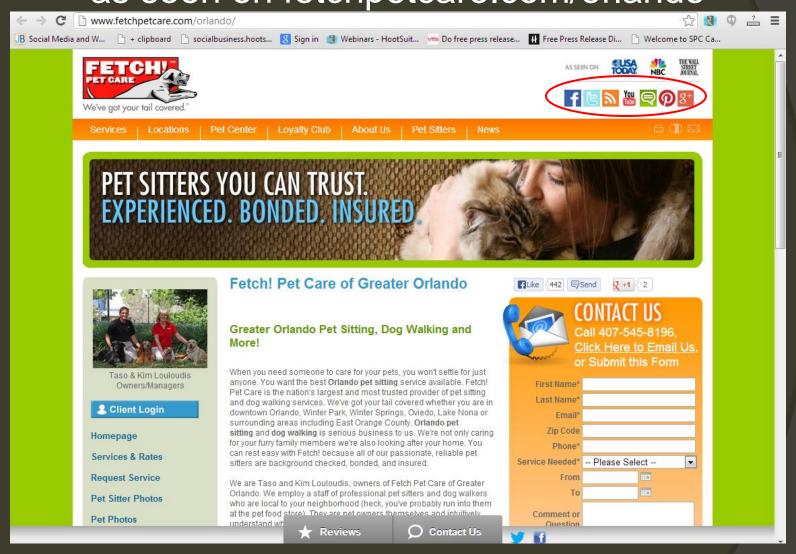
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Social Sharing Services

AddThis.com on visitorlando.com



Social Media Chiclets as seen on fetchpetcare.com/orlando



Website Alerts

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Social News Sites reddit.com

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Social Media Dashboards

hootsuite.com

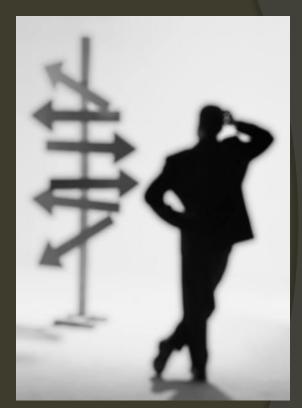


Hootsuite Summary

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| * | hootsuite 5:32am via HootSuite Establish a reputation for top-tier social customer service, without compromising quality: ow.ly/mE19f | by co-author Jan Zimmernan @WatermelonWeb pic.twitter.com/1PZB1e6M | Homesinsantafenm.com (@SFNMrealestate) is one of our newest projects. We're excited to be working with them again! ow.ly/m7o2H |
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| • | tootsuite 2:32am via HootSuite Find out what's happening in the UK in this social news roundup: | Page One makes an appearance in Jan Zimmerman's new book Social Media Marketing for Dummies. Check us out on pg 564. @WatermelonWeb | We are pleased to be working with addarug.com (@netchannel) on their online and social media campaign! ow.ly/m7p1r |
| | ow.ly/mE1gy | iwenkSiemLung Aug 22, 2012, 1:58am via Twitter for BlackBerry® | WatermelonWeb Jun 14, 2:31pm via HootSuite For all you Tweeters out there, exciting news! Twitter Starts Rolling Out |
| | hootsuite Jul 03, 11:31pm via HootSuite | "@JosephBushnell: Social Media and Web Marketing for Dummies – An Interview with Jan Zimmerman @WatermelonWeb | Tweet Performance Analytics to More Users ow.ly/m2NsF WatermelonWeb |
| | We asked a large bank about their use of HootSuite. Here are the results: ow.ly/mBCtH | webmarketinginnercircle.com/internet-marke" JosephBushnell Aug 21, 2012, 5:06pm via Tweet Button | May 31, 3:30pm via HootSuite Did you see Jan's interview on Tuesday? You check it out online if you |
| | VernonsHidden Jul 03, 9:32pm via HootSuite | Social Media and Web Marketing for Dummies – An Interview with Jan Zimmerman @WatermelonWeb | missed it! ow.ly/IAw36 WatermelonWeb May 21, 8:03am via HootSuite |
| | Bring someone special to Vernon's tomorrow, Thursday, July 4th, or Friday, July 5th. Using this special offer! ow.ly/mEfer | webmarketinginnercircle.com/internet-marke | Check out Jan Zimmerman on Good Day NM! Tuesday, May 28th at 11 am on KOB Channel 4! ow.ly/kLkjC |
| | MMFireInfo Jul 03, 8:56pm via dlvr.it | AnjoliqueBridal Jun 03, 2012, 11:39pm via Paper.li | WatermelonWeb May 20, 11:55am via HootSuite |
| E | #NMFire Silver Fire July 3rd PM Update dlvr.it/3c8thD NMFireInfo.com | The Anjolique Bridal Banner is out! bit.ly/bBZ0Zp > Top stories today | Keeping up with social media? Great article from @jeffbullas: Why |

Valuing Stratified Social Communities

- Smaller than the big social networking sites
- If site users fit your clients' target demographics, these sites should have a bigger impact on bottom line
- Clients become big fish in a small pond instead of getting lost on the bigger sites



Choose Targeted Social Media Strategically

- Choose social networks that match clients' demographic, industrial, or activity profile
- Try to choose social networks that enable clients to syndicate (share) content



Fish where their fish are

Social Media Market Research

- Research social networks first
- Check demographics, site usage, and reputation
- Read reviews with tips on how to use each site

| Site Name | URL | What it Does |
|---------------------|---|---|
| Alexa and Quantcast | www.alexa.com www.quantcast.com | Rank traffic and demographic data |
| Mashable | www.mashable.com | Presents social media news and tips |
| Practical eCommerce | www.practicalecommerce.co m/articles/2932-18-Social- Networks-for-Entrepreneurs | Lists 18 social networks for entrepreneurs |
| Social Media Today | http://socialmediatoday.com/ amzini/306252/social- networking-growth-stats-and- patterns | Compiles statistical sources |

Assess Audience Involvement

Lurk

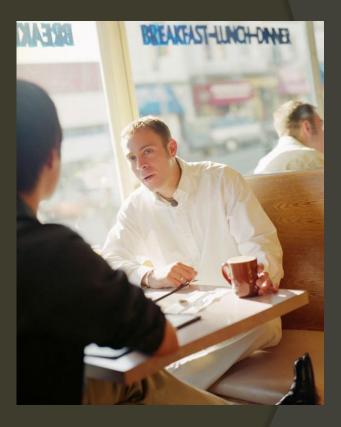
- Quality of dialog
- Quality of posts
- Quantity of posts compared to the number of registered users

Assess Responses

- Ratio responses to posts (look for at least 2:1)
- Quality of responses: relevance, tone
- Quantity of viral sharing (e.g. retweets)

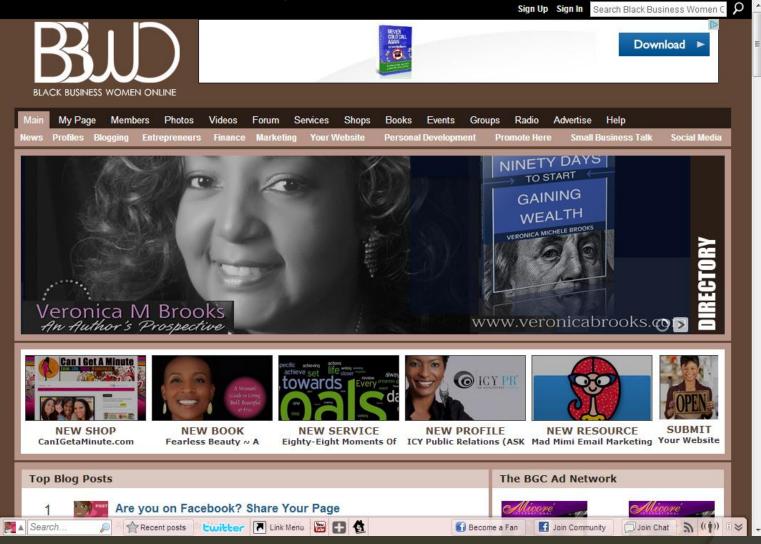
Smaller Networking Sites

- Business networks are a growing segment of social networks
- These are good for soft selling and referrals
- Never underestimate the power of a referral
- e.g.
 SmallBusinessBonfire.com



Example Of Business Network

mybbwo.com



Search for B2B Options By Industry Sector

- Choose industry- or interest-specific social networks by searching online
- Vertical industry sites, other than shopping, appeal to B2B marketers
- Use adroit maneuvering to intersect with sales cycle
- The social network should:
 - be large enough to support client's time investment
 - attract new users

Example of Vertical Industry Site sciencestage.com/arrayit

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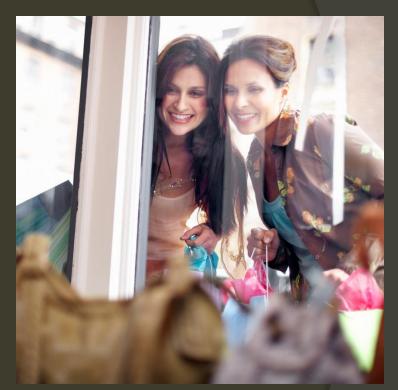


Arrayit biotech division in 1996. We established Arrayit.com as online business early on. You may say that I am recognized as a leader in the microarray professionals since the advent of commercial discovery, deve

Arrayit (ARYC) leads and empowers the genetic, research, pharmaceutical, and diagnostic communities through the discovery, development and manufacture of proprietary life

Social Shopping Sites for Retailers

- Reach consumers interested in buying
- Users enjoy latest product reviews, real-time deals, and product news
- Be careful with Daily Deal sites



More About Social Shopping Sites

• Retailers should:

- Track results
- Customize social profiles (i.e., a sporting goods store might promote camping gear on a social network for backpackers)

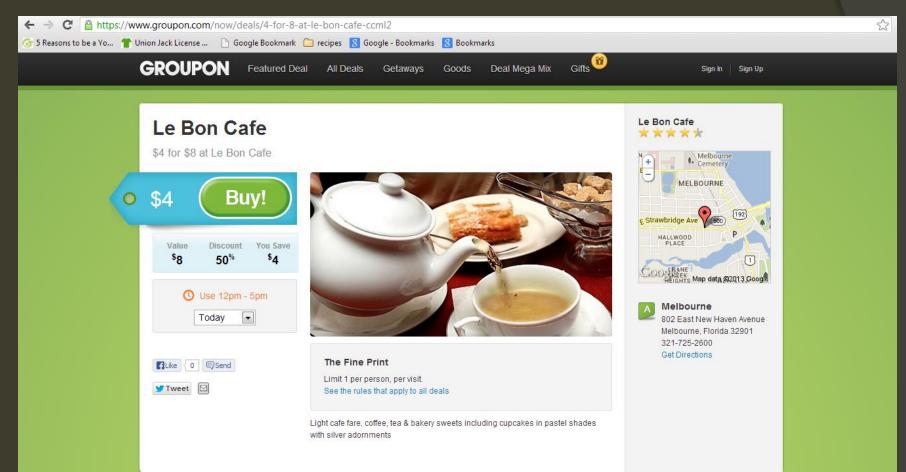


Example of Social Shopping Site kaboodle.com/reviews/cupcake-laptop-sleeve-9



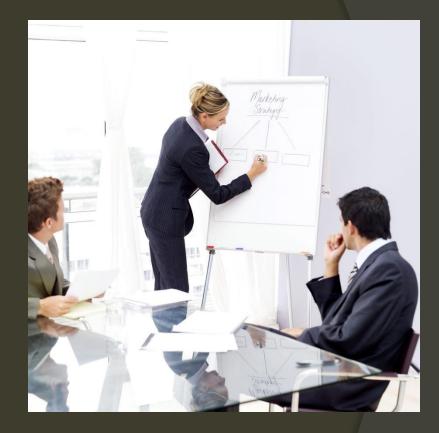
Be Careful with Daily Deal Sites

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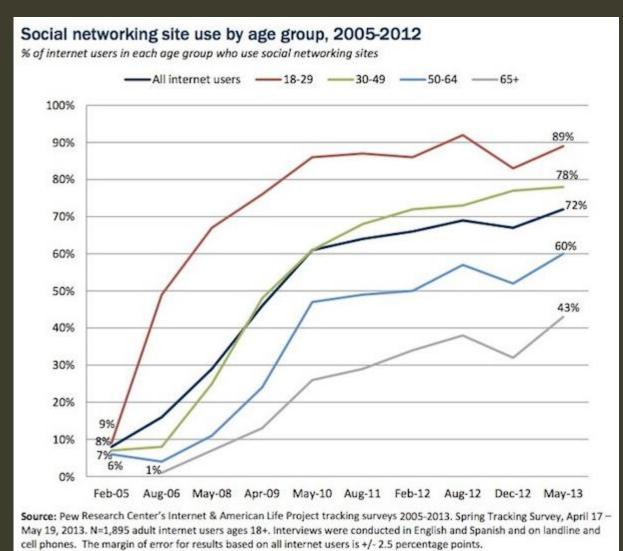


Selecting Social Media by Demographics

- Age
 Gender
 Ethnicity/Culture
- Location
- Income
- Education



Who Uses Social Networks?



Who Uses Social Networks?

Who uses social networking sites

% of internet users within each group who use social networking sites

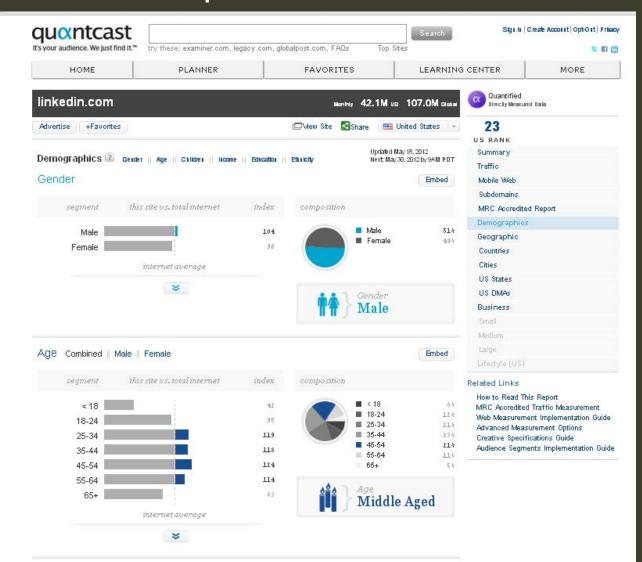
| | All internet users (n=1,895) | 72% | | | | | |
|---|-------------------------------|-------------------|--|--|--|--|--|
| а | Men (n=874) | 70 | | | | | |
| b | Women (n=1,021) | 74 | | | | | |
| | Race/ethnicity | | | | | | |
| а | White, Non-Hispanic (n=1,331) | 70 | | | | | |
| b | Black, Non-Hispanic (n=207) | 75 | | | | | |
| с | Hispanic (n=196) | 80 ^a | | | | | |
| | Age | | | | | | |
| а | 18-29 (n=395) | 89 ^{bcd} | | | | | |
| b | 30-49 (n=542) | 78 ^{cd} | | | | | |
| с | 50-64 (n=553) | 60 ^d | | | | | |
| d | 65+ (n=356) | 43 | | | | | |

| | All internet users (n=1,895) | 72% |
|---|-------------------------------|-----|
| | Education level | |
| а | No high school diploma (n=99) | 67 |
| b | High school grad (n=473) | 72 |
| с | Some College (n=517) | 73 |
| d | College + (n=790) | 72 |
| | Annual household income | |
| а | Less than \$30,000/yr (n=417) | 75 |
| b | \$30,000-\$49,999 (n=320) | 72 |
| с | \$50,000-\$74,999 (n=279) | 74 |
| d | \$75,000+ (n=559) | 71 |
| | Urbanity | |
| а | Urban (n=649) | 74 |
| b | Suburban (n=893) | 71 |
| c | Rural (n=351) | 69 |

Source: Pew Research Center's Internet & American Life Project Spring Tracking Survey, April 17 – May 19, 2013. N=1,895 adult internet users ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. The margin of error for results based on all internet users is +/-2.5 percentage points.

Note: Percentages marked with a superscript letter (e.g., ") indicate a statistically significant difference between that row and the row designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

Demographic Analysis quantcast.com



Example of Generational Site

makemesustainable.com

| Profile | Manager | Actions | People | Groups | Neighborl | nood | | Invite Your Fr | iends! Help |
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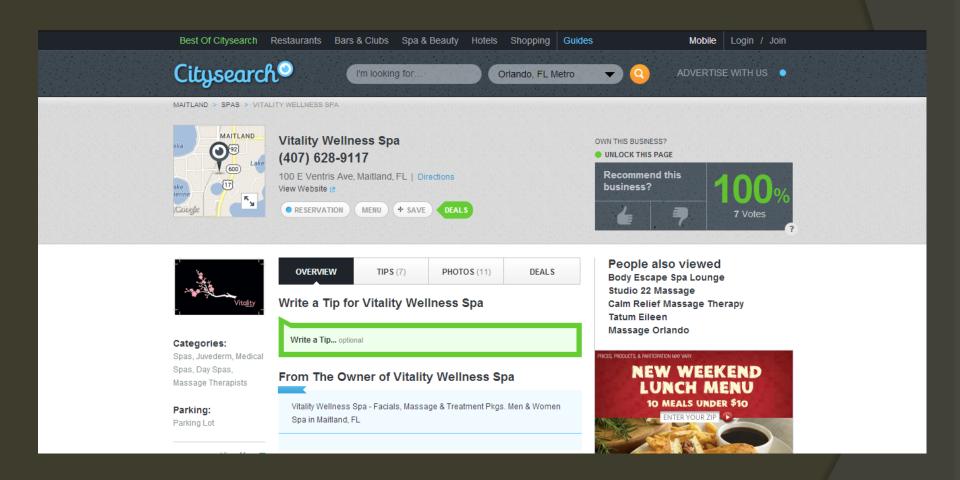
Example of Ethnic Site

MiGente.com: a social network for Latinos and Latinas

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| | Main Community Buzz From Our Editors Share a Story View My Stories Stories From the Editors Image: Stories From Stories From Stories Image: Stories From Sto | | Aon Service Corporation VP Infrastructure Services Deliv |
| | Miss Mexico Wins the Crown! See all the highlights from last night's Miss Universe | | Leader Category: Information Techno Region: IL - Chicago North |
| | pageant <u>Comments (6)</u> | | Kforce Inc <u>Project Manager</u> Category: Information Techno |
| | Miss Universe 2010! Don't miss our exclusive coverage starting tonight at 7pm! | | Region: OR - Portland Search Keyword |
| | Comments (0) | | |
| | EXCLUSIVE: Don Omar 'Live and Loud'! Your chance to watch Don Omar in concert right now | | Now completely FRE |
| | Comments (1) | Recent Stories From Our Editors | I'm a Male |
| | Dating Do's & Don'ts: How to Keep the | Miss Mexico Wins the Crown! | age 18 to 24 |

Example of Location Site

orlando.citysearch.com/profile/620664000/maitland_fl/vitality_wellness_spa.html



Selecting Social Media by Type of Activity

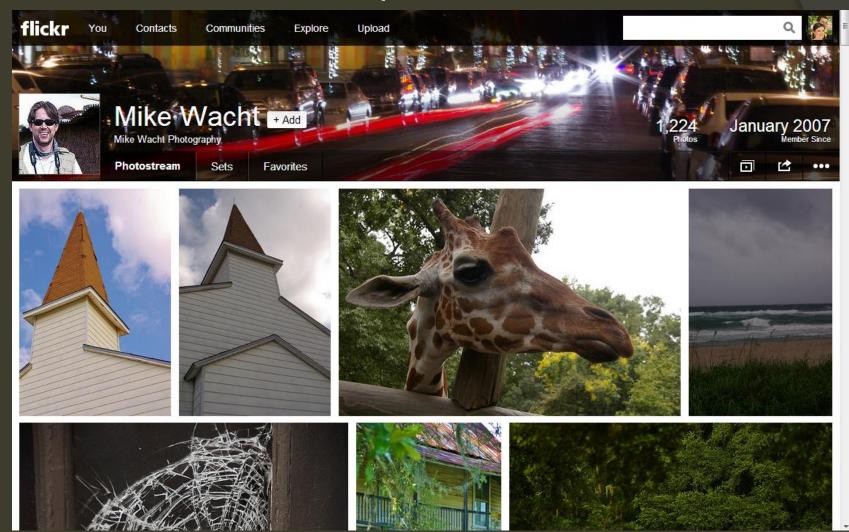
- Use multiple sites, such as Picasa and Flickr, that share the same activity type
- Users will generally focus on only one of these
- Multiple sites with the same activity type will increase search engine ranking
- Keep it simple! Use RSS or a dashboard to automatically update other services with the same content

Activity Types

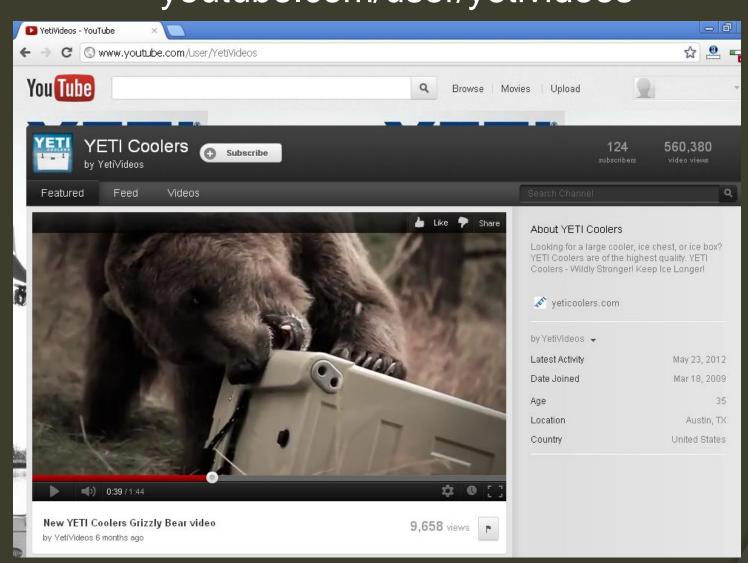
- Images
- Video
- Audio/podcasts
- Blogs
- In-person meetings
- Geo-marketing



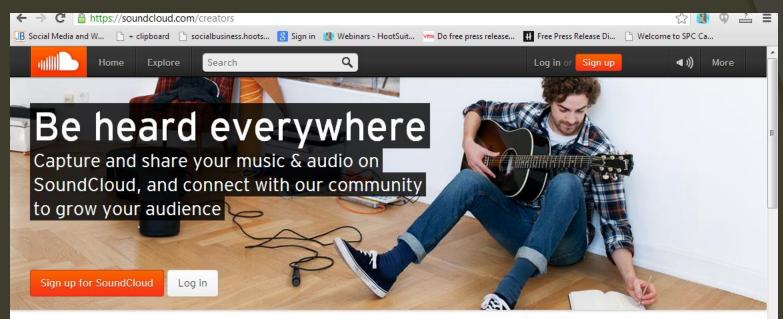
Example of an Image-Sharing Site flickr.com/photos/mwacht



Example of a Video-Sharing Site youtube.com/user/yetivideos



Example of an Audio-Sharing Site soundcloud.com





Post music & audio

Maybe it's music & audio that you've already created or captured. Maybe you'll use the REC button on our mobile app to try something new. Or maybe you'll try one of our favorite third-party creation apps. Whichever you choose, it's effortless.

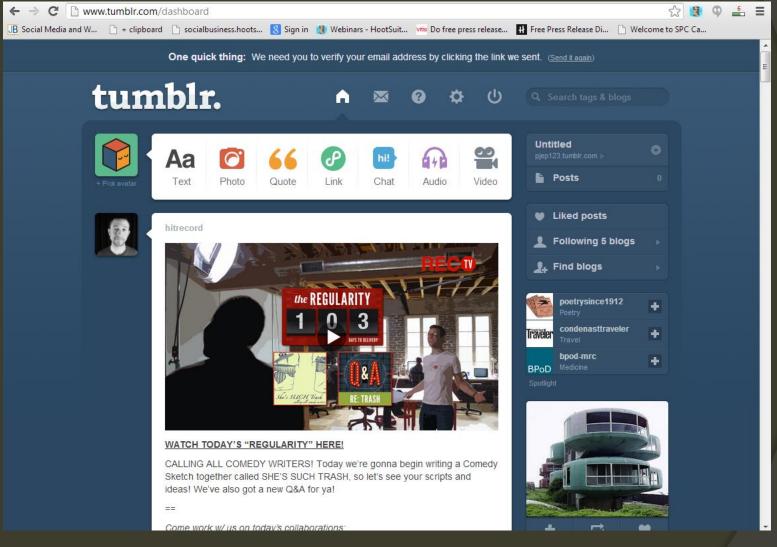


Meet some creators



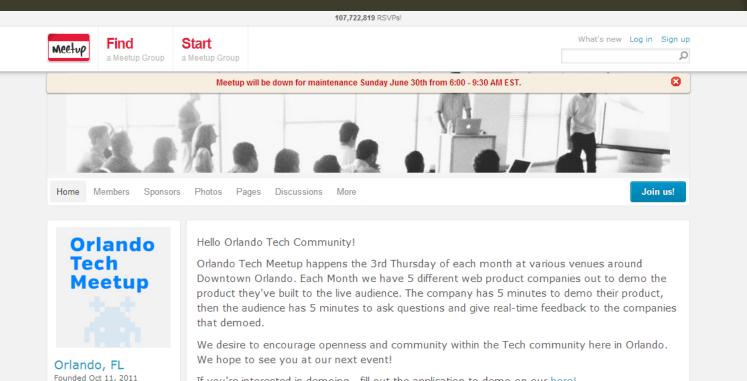
"SoundCloud showed us we could do so much more with audio on the web..."

Example of a Blog Site tumblr.com



Example of a Meet-Up Site

meetup.com/Orlando-Tech



If you're interested in demoing - fill out the application to demo on our here!

Members

854

Top 90 Meetups this week Show me the Meetups hide

Example of a Geo-Marketing Site

foursquare.com/v/thebookworm/4fd38d56e4b00a1642f63849

| | LOG IN SIGN UP |
|---|--|
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| The Book Worm Bookstore in Orlando | JEFFERSOI About our maps |
| Address Orlando, FL 32803 ->> | Appears on 1 list The Only List You'll Need - Orlando |
| Total VisitorsTotal Check-ins3843 | Created by Isaiah D. 76 items * 5 followers |
| Image: Save http://4sq.com/Mtfo1F SHARE | Search Explore for the best places nearby Look for: Restaurants, Nightlife, Shopping, Top Picks |
| See which of your friends have been to The Book Worm. | Mayor: Alison V. 2 check-ins in the last 60 days |
| | In this your husiness? Claim it now |

Build One's Own Social Network ning.com



Example of Own Social Network ramonafarmersmarket.ning.com

| 带NING | Create a Ning Network! | Sig | n Up Sign In Search Ramona Certified Farmer eta | Â |
|-------|--|--|---|---|
| | • main my page memb | ers photos videos forum | | |
| M | Ramona C | Certified Farmers' Marke | et | ш |
| C | Join us on Facebook! () Ramona Certified Farmers' Market on Facebook | Welcome | Welcome to Ramona Certified Farmers' Market Sign Up or Sign In | |
| 3 | 210 people like Ramona Certified Farmers' Market. | Ram Ramono. Com | About () Summer Hardesty created this Ning Network. | |
| 5 | Tara Jennifer Mary Tara Jennifer Mary Pacebook social plugin Mary | | Members () | - |
| | Forum () Open Tomorrow~Try Our Fresh Brussels Sprouts! | COST Imagery 62012 Digital Globe, GeoEye, U.S. Geological Survey, USDA Farm Service Agency. View Larger Map | | |
| 2 | Started by Summer Hardesty Dec 28, 2012. Merry Christmos! Started by Summer Hardesty Dec 21, 2012. | We are excited to see that you have become a part of our community. The purpose of this page is to provide the Ramona Certified Farmers' Market shoppers and vendors an online forum to share recipes, healthy lifestyle tips, gardening ideas, and anything else you would like to add. This is your site so feel free to add content, make friends, and be social. | | - |

Let's Take a Break



Exercise

- Pick any client you currently have and complete the handout.
- You have 15 minutes
- We'll discuss several randomly after this...

How to Tell When Things Aren't Working

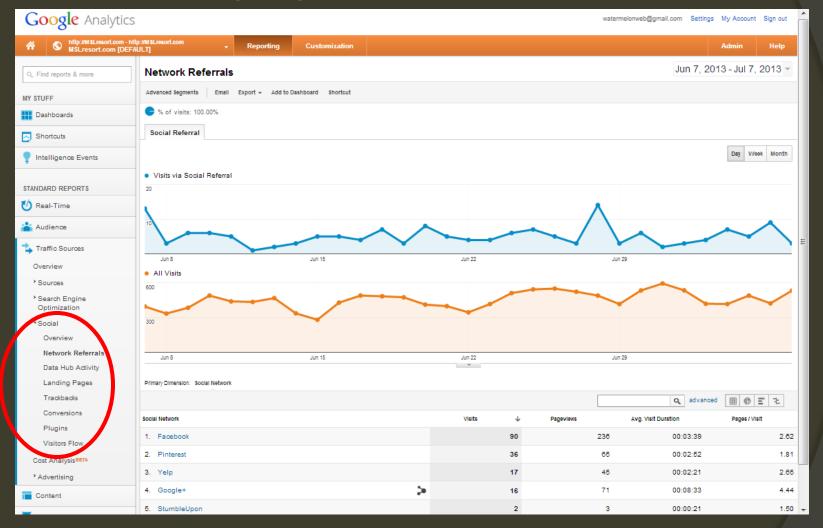
Google analytics

 Identify traffic arriving to a site from social media services through referral reports. Some social networks such as Ning, Meetup, and Google + offer easy Google Analytics integration

Key performance indicators

- e.g. traffic, sales, conversions, downloads, etc.
- Tagging Links
 - Use a URL shortening tool for statistics
 - URL shorteners, such as Tiny.ly, offer real-time statistics to track traffic generated from specific links.

Integrating Social Media & Web Metrics google.com/analytics/web



What To Do IF.....

- A client's social presence can't be found
- Inappropriate match between channel and audience
- Poor content
- Lack of audience engagement
- Remember the four P's of marketing!
 - Product
 - Price
 - Position
 - Promotion



Summary

- Understand each client's social media goals
- Conduct social media market research by industry sector
- Assess audience involvement
- Choose minor social communities strategically
- Make business connections online
- Integrate social media & web metrics to track results





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