Social Media & Blogging

City of Spokane Neighborhood Services



FACEBOOK

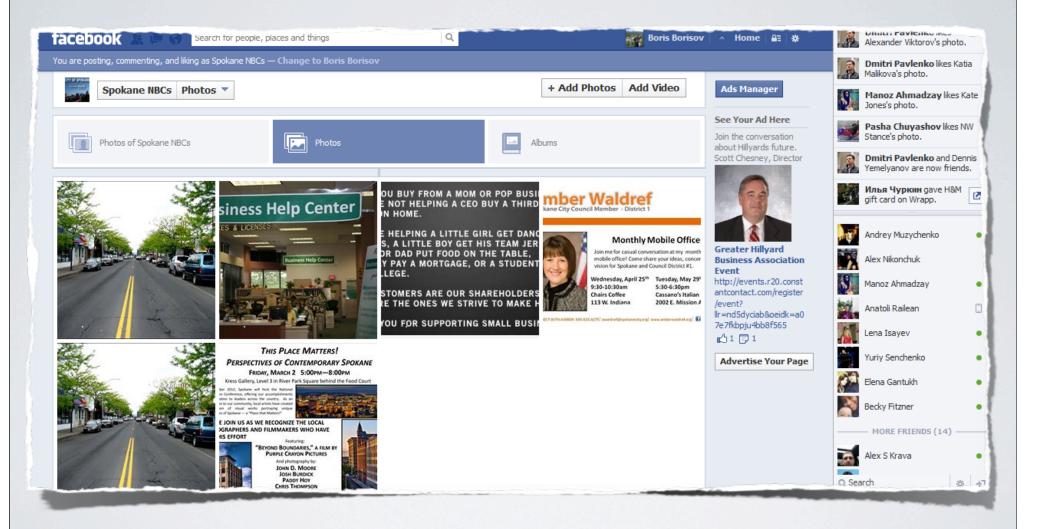


What's the Big Deal? <u>http://www.youtube.com/watch?v=jYM5uOHoB8A</u>

FACEBOOK PAGES



ADD PHOTOS & VIDEOS



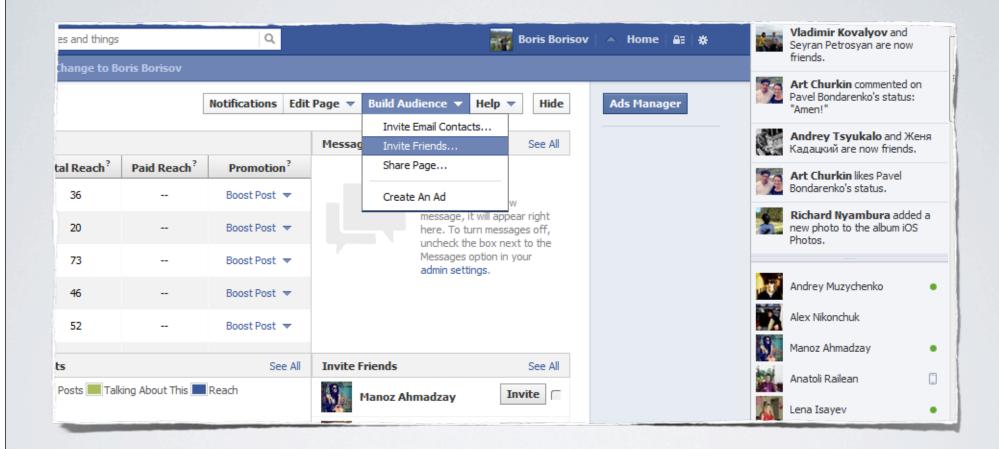
ASK A QUESTION

facebook	k 📮 🛞 Sea	arch for people, plac	es and things		
You are posting, com	nenting, and liking a	s Spokane NBCs — (Change to Boris	Borisov	
Spoka	ne NBCs Timel	ine 🔻 Now 🔻]		
-	of information, prom (NBC) districts and a	otion and networkin associations.	g of Spokane's Ne	ighborhood	
About					Phot
				Highlights	•
Status	Photo / Video	31 Event, Miles	stone +		8
What can the Cit	y do to improve	public participatio	on?		
Spokane		Boost Po	ost 🔻 Post	-	Sug
May 3 🚷	NBCs shared a link	via John Bogensber	ger.		

ORGANIZE AN EVENT

facebook 🛦 💷 🛞 Search for people, places and things		٩	Boris Borisov	▲ Home £ ≣ ∦	Art Churkin commented or Pavel Bondarenko's status: "Amen!"	
You are posting, commenting, and liking as Spokane NBCs — Change to Bor	is Borisov				Andrey Tsyukalo and Xe	
Spokane NBCs Timeline V Now V			Admin Panel	Ads Manager	Кадацкий are now friends.	сня
Spokane NBCs	Create Ne	ew Event by Spokane NBCs	-	Now	Art Churkin likes Pavel Bondarenko's status.	
138 likes	Name	NBC Advisory Meeting		2012 2011	Richard Nyambura added new photo to the album iOS Photos.	
Community [?] For the sharing of information, promotion and networking of Spokane's I Business Center (NBC) districts and associations.	Details	Add more info	•	Joined Facebook	Shane Dempsey likes Dev Howard's status.	Vonté
	Where	Spokane NBCs	×		Art Churkin drew Rubbles	_
About	Tickets	Add a link for guests to get tickets?			Andrey Muzychenko	•
	When	6/24/2013 Add a time?			Alex Nikonchuk	
		Only admins can post to the event wall			Manoz Ahmadzay	
Status Photo / Video Status Photo / Video		Cre	cancel	See Your Ad Here Spokane NBCs	Anatoli Railean	
33 Event				LITY OF SPOKANE	Lena Isayev	•
🗊 Milestone					Shane Dempsey	•
and a second sec		Suggest Spokane NBCs to Your Friends	See All	For the sharing of information, promotion	Yuriy Senchenko	•
		Derek Cutlip	Invite	and networking of Spokane's Neighborhood Business Center (Tanya Marshalkin	•
Spokane NBCs shared a link via John Bogensberger. May 3 🛞		Michael Cathcart	Invite (Like · Boris Borisov	MORE FRIENDS (23)	
All our NBC friends are welcome to join us.		Eric Young	Invite (Advertise Your Page	Aleksey A Borisov	•
					Q Search 🔅	+1

INVITE PEOPLETO LIKEYOUR PAGE

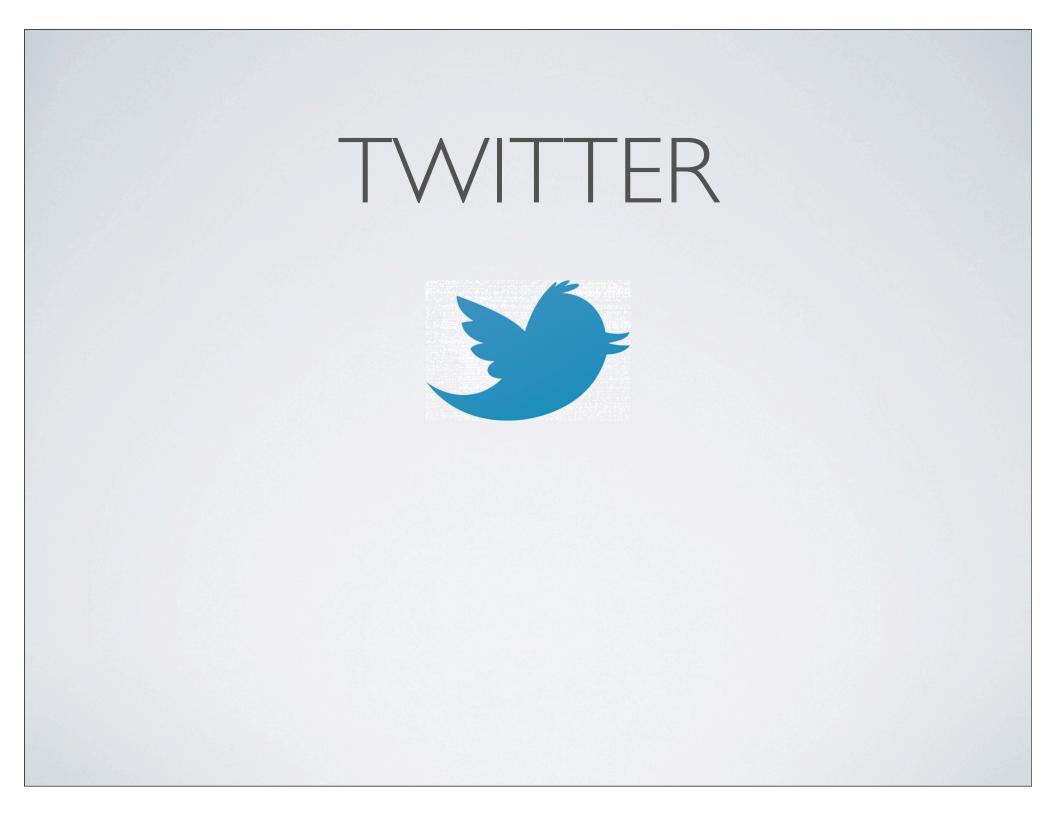


UPDATE OFTEN WITH SOLID CONTENT

- •There is no magic formula
- Typically if you post less than 2 times a week you lose engagement
- If you post too often your organization may seem annoying and people may ''unlike'' your page
- Finding a "middle-ground" is important. Socialbakers, a social network stats firm notes top brands post once per day, while others post 3 to 5 times per week.

PAID PROMOTION

cebook 🔉 🗐 🛞 Sea	ch for people, places and things	Q	Boris Borisov	🖂 Home 🔒
are posting, commenting, and liking as	Spokane NBCs — Change to Boris	Borisov		
Admin Panel	Get More Page Likes		▼ Hide	Ads Manager
Posts	Create an ad to get more pe	eople to like your Page.	See All	
Post				
All our NBC friends are welcom			w	
By the end of this year this pag	Sample Ad [?]	CITY OF SPOKANE Spokane NBCs 138 people like this.	pear right ages off,	
Please provide feedback on Pol	ic	Community Sponsored	xt to the your	
fl http://www.inc.com/geoffrey-j	ar			
fl http://my.preservationnation.or	g Daily Budget [?]	\$10.00 Est. 7 - 27 likes per day 🔻		
Get More Likes See	9	You'll spend your budget every day until you stop your ad. Learn more	See All	
Create an ad to get more people to lik Page.	e		Invite	
Daily Budget [?]	Audience [?]	People in United States 🔻	Invite	
\$10.00 per day			Invite	
Promote Pa	Currency	(USD) US Dollar 💌	Invite	
		o Facebook's Terms and Advertising Guidelines. Learn more.		
This Page is Now a Community	* -	Promote Page Cancel	×	
The community category helps identify up in the right searches and other place		official such as Pages for businesses, bands or public figures). It also helps y	our Page show	See Your Ad Here
If you don't think this is an accurate cat	egory for your Page, let us know.			Join the conversation about Hillyards futur
Accept and Close This is Incorr	ect		the object	Scott Chesney, Direc

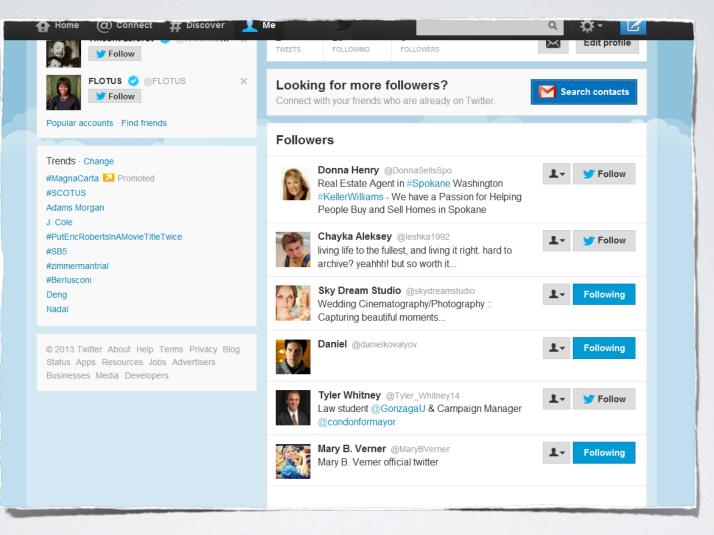


THE BASICS



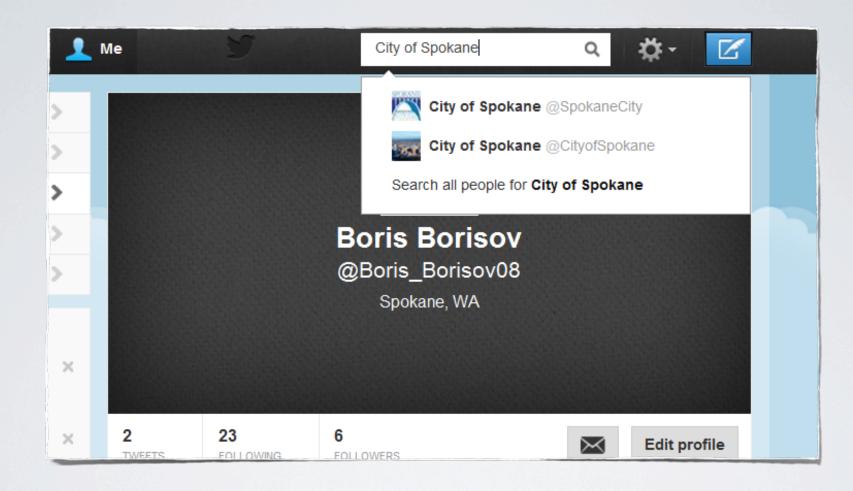
When you sign up for Twitter you will get a "screen-name" signified with @.

FOLLOWERS



People can also follow you.

FOLLOWING



You can follow people, organizations, businesses, etc. by searching.

FAVORITES

A Home @ Connect # Discover 👤	Me	۵ 🌣 🗹
Favorites Lists	Boris Borisov @Boris_Borisov08	
Who to follow · Refresh · View all Regence BlueShield @Regence × Follow Promoted	Spokane, WA	
STEP UP and Go @StepUPandGo X Follow	2 23 6 TWEETS FOLLOWING FOLLOWERS	Edit profile
SR SpokesmanReview @Spokesma X	Favorites	
Popular accounts · Find friends	Weitzman Studios @StevenWeitzman "The Capitol had many statues and this of of Fred a special place in our hearts and in our Capitol" -S	_
Trends · Change	Expand	_
#MagnaCarta 🔁 Promoted #SCOTUS Adams Morgan J. Cole	Boris Borisov @Boris_Borisov08 Summer is here! Expand	21 Jun
#PutEricRobertsInAMovieTitleTwice		

You can save tweets you like in one place by using Favorites.

DIRECT MESSAGES (DM)

🔣 tine	an - Google Maps	Accela Automation®	1 T T		▼ Page ▼	Satety 🔻	i ools 🔻 🍓
	y			<u>م</u>	- 2	1	
2 WEETS	23 FOLLOWING	6 FOLLOWERS	ĺ	Edi	t profile		
	ng for more f with your friends w	ollowers? who are already on Twitte	er.	Search o	ontacts		
Follow	/ers						
۲	Donna Henry @ Real Estate Ager #KellerWilliams - People Buy and S	nt in <u>#Spokane Washing</u> Wel Tweet to @Don	naSellsSpo	1. 7	Follow		
P	Chayka Aleksey living life to the fu archive? yeahhh!	but s Block @Donnas	SellsSpo		Follow		
्री।	Sky Dream Stud Wedding Cinema Capturing beautit	dio dia atogra Embed this Prof	aSellsSpo for spa		lowing		

You can privately message your followers using direct messaging.

RETWEET

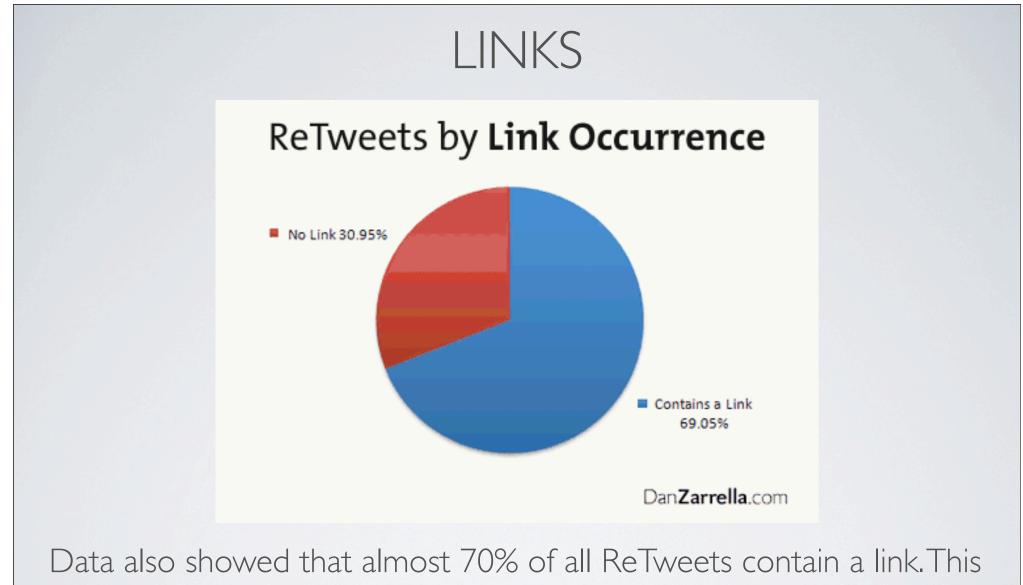
When you like something you read enough to send a reply and say "that was great," RETWEET IT. (Signified with a RT) When you RT someone, especially someone with a large following, it gets you noticed. It's also a more profound way to thank them or tell them you liked it. You also become a hub of good info to your followers. Then when you are talking about something you produced they will be more likely to look at it.

Best Time to ReTweet:

I. Monday through Wednesday 9am to 6pm



Retweets by **Hour**(EST)



is good news for marketers in that it demonstrates that the mechanism of ReTweeting is an acceptable way to spread your off-Twitter content, and it tells us that a link is an important ingredient to ReTweetable Tweets.

OTHERTIPS

Grow your list of followers.

Go into people's list of followers that follow you and follow their interesting people. Many will follow you back.

Hash tags #.

If you're tweeting about a popular subject (Obama, *SkyDiving*, etc) putting a # in front of the subject makes it easy for others to find your tweet, and perhaps they will want to follow you. For example, when the plane crashed into the Hudson River, #flight1549 became a popular tag and search term.

Asking Questions.

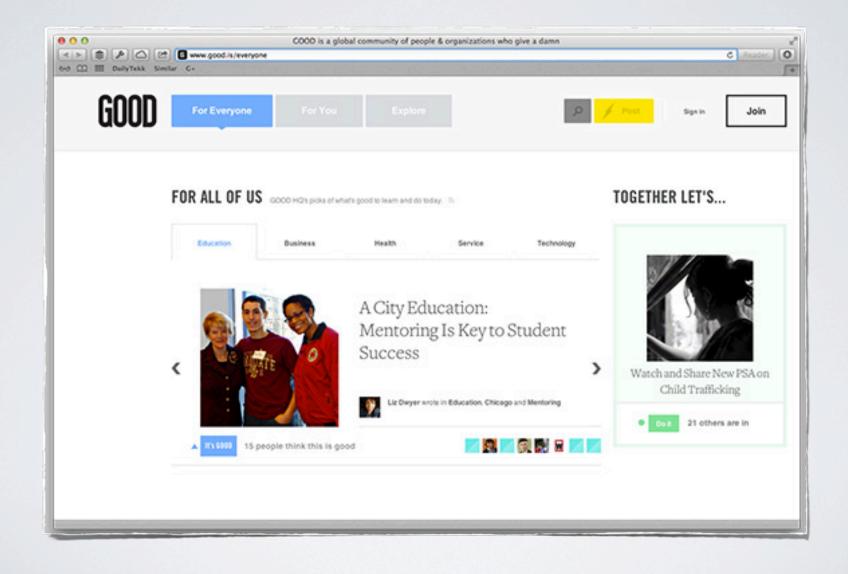
Keep Questions Relevant. Acknowledge Answers. Be willing to Answer Your own Questions. Highlight Answers

Go Mobile.

Download the Facebook and Twitter Apps onto your smartphone and/or tablet. You can directly post pictures to your feeds. If something is happening in your hood you can do instant social media.



BLOGGING



WHAT IS A BLOG?

- A blog is a discussion or informational site published on the internet and consisting of discrete entries typically displayed in reverse chronological order.
- The blog format allow visitors to leave comments and even message each other via widgets on blogs.



WHY USE A BLOG?

Interactive Forum

- Constant Contact
- Get the word out about events.

South Hill Events

Below is a list of annual events on the South Hill. Please keep in mind that dates and times will change from year to year, so if you are interested in a particular event, visit the event's website or Facebook page (usually listed in the post) for current information. Is it just me or are the winter months really slow around here? Click links to read posts:

March: Friends of Manito Tropical Plant Sale

Revenge of the Rubber Chicken

April: Spring Arts Festival

South Perry Easter Egg Hunt

May: Bike to Work Week & Walk 'n Roll to School Day



- Get input without holding a physical meeting.
- Good way to highlight things going on in the neighborhood





Marlene Alford, Executive Director of the Women and Children's Free Restaurant, is profiled in the most recent issue of InHealth.

It would be hard to overstate Marlene's dedication to the WCFR or the neighborhood itself. In



GET INVOLVED Take our 10-question n borhood survey Take our 10-question bu ness survey

Splach Pade Open

IMPORTANCE OF BLOGGING

- For the 1st time, more than half (53%) of Americans 65 and older use the internet or email.
- 77% of Internet users read blogs.
- 61% of U.S. online consumers have made a purchase based on recommendations from a blog.

- 81% of U.S. online consumers trust information and advice from blogs.
- 23% of total Internet usage time is devoted to social networks or blogs.

GUIDELINES FOR A SUCCESSFUL BLOG

- Develop a writing style and tone appropriate to your subject material.
- Post often, even if your posts are short.
- Allow your readers to comment on your posts.



The food will be as amazing as his creations are at Bastille. Reply · 🖺 1 · Like · Follow Post · 23 hours ago



Kelly Blake · Works at Windermere Real Estate/Ballard This place is going to be fantastic. Reply · 🖺 1 · Like · Follow Post · 23 hours ago



Sandra Horne · Seattle, Washington Will have to give it a try. Reply · 🗳 1 · Like · Follow Post · Yesterday at 11:20am



Jill Rathbone Taylor · Seattle, Washington That art looks just like Thom Yorke's Eraser album art! Reply · Like · Follow Post · Yesterday at 11:43am



Jenny Leady Hyde · Seattle, Washington Verv excited! Reply · Like · Follow Post · 22 hours ago

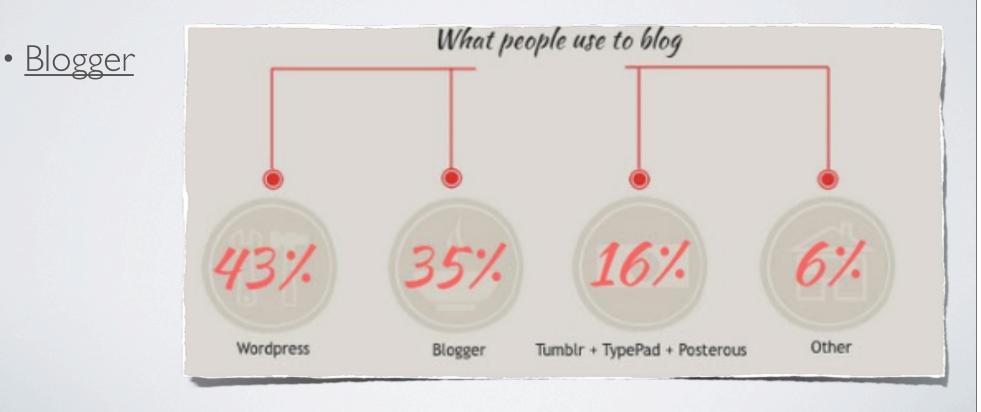


Sapphire Sun Hort

Reply · Like · Follow Post · Yesterday at 10:47am

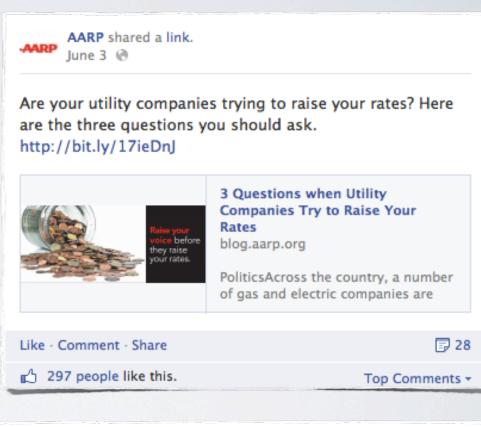
CREATING A BLOG

- WordPress.com
- <u>Tumblr</u>



COMBINE YOUR EFFORTS

- Use tools to combine Facebook, Twitter and your Blog.
- Uses less time to update all sites.
- Allows for all three to remain up to date.





AARP Pennsylvania @AARPPA 19 Jun PLEASE SHARE! 3 things to ask when gas and electric companies try to raise your rates. fb.me/2t5jQmlZj Expand

EMERSON GARFIELD BLOG

<u>http://emersongarfield.org/</u>
 <u>wp/</u>



WHAT IS NEXTDOOR.COM

- Nextdoor is a private social network for you, your neighbors and your community.
- Focus:
 - Build stronger neighborhoods
 - Keep neighborhoods safe
 - Share goods and recommendations



PRIVACY & SAFETY

- Every neighbor has to verify their address.
- Every neighbor signs in with their real name. Just like in person.
- Your website is protected by password and encrypted by HTTPS.
- The site never share your info with advertisers.
- Information shared will never show up in Google or other search engines.
- Nextdoor never shares your personal information with third-day advertisers.

WHAT CAN YOU DO ON NEXTDOOR.COM

- Exchange information about crime and safety issues
- Share local recommendations
- Sell or give away household items
- Publicize local events such as Neighborhood Council Meetings
- Find neighbors in the directory
- View a neighborhood map
- Ask for advice



JOIN OUR NEIGHBORS FOR: Joint Meeting of Comstock and Manito/Cannon Hill

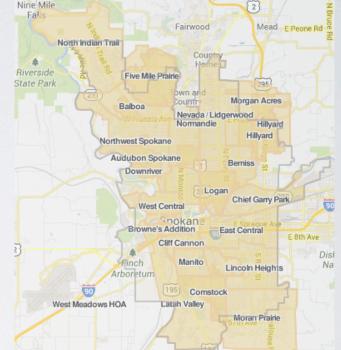
- WHEN June 25, 2013 at 07:00 PM
- WHERE Wilson Elementary Cafeteria 911 W. 25th Street
- RSVP nextdoor.com/join/mbvqwa



Jackie Caro (W 29th Ave) invited you: "Joint Neighborhood Council Meeting for Manito Cannon Hill and Comstock. Come learn what is going on in the neighborhood!"

HOW ARE NEXTDOOR NEIGHBORHOODS CREATED?

- Nextdoor neighborhoods are established by the first member of the website, the Founding Member.
- Founding member has the ability to define the neighborhood boundary and choose the neighborhood name.
- Nextdoor reserves the right to make corrections to either the boundaries or name based on feedback from other neighbors to adhere to Nextdoor's guidelines around neighborhood names.



- Nextdoor boundaries and names should, to the extent possible, reflect the traditionally accepted boundaries and names for a neighborhood.
- Once a Nextdoor website is created, each neighbor must verify their address in order to join.

HOW DO NEIGHBORS VERIFY ADDRESS?

- Nextdoor uses the following methods to verify the address of every member:
- Mobile Phone.
- Post Card.
- Home Phone.
- Neighbor Invitations.
- Leads.
- Credit or debit card.

Nextdoor

JOIN OUR NEIGHBORS AT

Nextdoor Camino Miguel Vista Mar Orinda



Your neighbor, Sally K., invites you to join: "We've used Nextdoor to find lost pets, share babysitters, and stop car break-ins."

TO JOIN, VISIT: http://nextdoor.com/join/5de2sm



HOW IS IT DIFFERENT FROM A NEIGHBORHOOD MAILING LIST?

- Nextdoor website includes a neighborhood map & directory, so you can easily learn more about your neighbors.
- Unlike mailing lists and groups, Nextdoor makes it easy to stay informed without overwhelming people with too many emails.
- Members can choose to receive emails about each new post, view the day's activity in a daily digest, or turn off emails and check the website for new posts from neighbors.
- Nextdoor archives and organizes all recommendations for easy use across the neighborhood.
- Additionally, Nextdoor just released Nextdoor for iPhone, which puts the power of the neighborhood in the palm of your hand.

HOW IT IS DIFFERENT FROM OTHERS?

- Address verification to help ensure that the people on Nextdoor are really neighbors.
- A neighborhood directory.
- A neighborhood map.
- Ability to create public or private groups (sub-groups).
- Ability for users to control their email settings based on the types of messages they want to receive.
- A dedicated Crime and Safety section.
- Urgent Alerts feature
- Recommendations Section
- Event functionality with RSVPs.

Crime & Safety	ADD NEW		
DIPDATES 🕜 RESOURCES			
Urgent alert	4 Ma		
Angelina Scull from Comstock	-		
Door-to-door fruit salesman?	16 Fe		
Nicole Hensley from Comstock			
Pantless man attempts break-in on Manito Blvd	8 Ja		
Angelina Scull from Comstock			

• Ability to create fliers and send out 50 free postcards a month asking neighbors to join.

HOW TO GET STARTED?

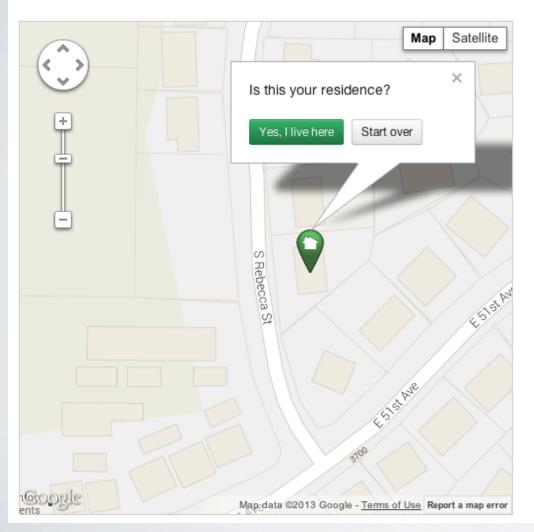
- Go to the website Nextdoor.com
- Find your neighborhood: enter your information

Nextdoor	Find your neighborhoo
The private social network for your neighborhood.	Street address Apt ZIP
LEARN MORE > PLAY VIDEO	GET STARTED - IT'S FREE
Your neighborhood, in the palm of your hand. Learn more	Your information is safe and secure.

LOCATE YOUR ADDRESS

Help locate your exact address

5011 S Rebecca St, Spokane, WA



We found an approximate location of your residence. Please help us locate your exact address.

Just drag and drop the map marker to the center of your residence.

Position the marker on the center of your residence. Avoid streets and roads.



Can't locate your residence? Contact us.

Good news! Nextdoor is available for your neighborhood.

Are you ready to create your neighborhood's online community?

To create your online community, you should expect to:

· Select a boundary for your neighborhood that makes sense to you and your neighbors.

- · Invite your neighbors to join with emails, postcards or flyers.
- · Be a good host welcome your neighbors when they join, and start the first conversation.

Sound good? Let's get started!

First, tell us about your neighborhood...

Neighborhood name

How did you hear about Nextdoor?

Why are you interested in bringing Nextdoor to your neighborhood?

Your home



Thanks! Please create a Nextdoor account to continue.

You're one step away from creating your neighborhood's online community.

	f Sign up with Facebook
	or
First Name	
Last Name	
Gender	◯ Female ◯ Male Why we ask
Email address	email@address.com
Choose a password	
Have an invitation code?	● No 🔾 Yes
	Create my account »

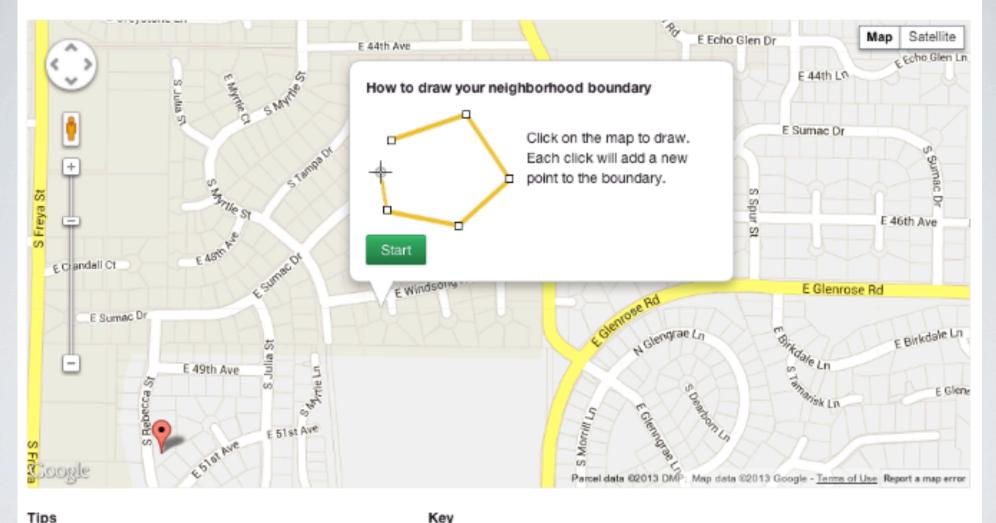
Your neighborhood



Questions about your neighborhood boundary? Please contact us.

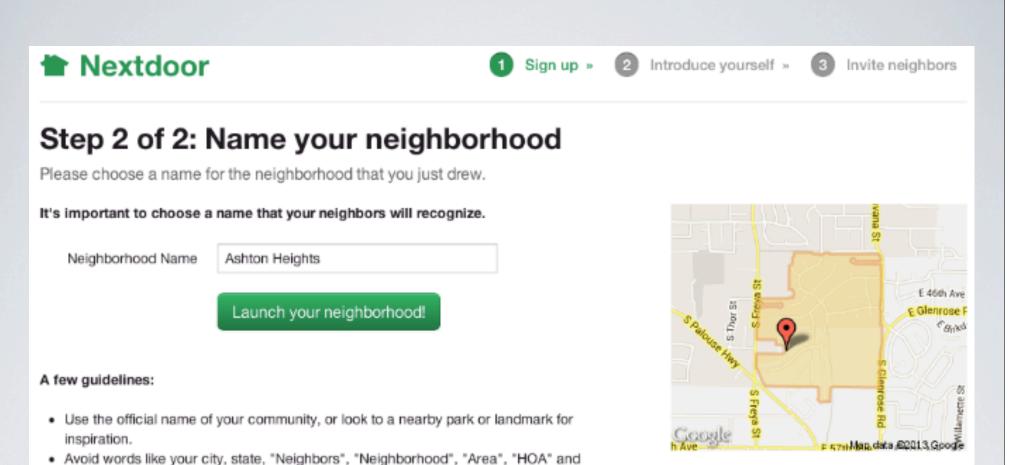
Step 1 of 2: Please draw your neighborhood boundary

Need help? Contact support



Tips

- This boundary determines who can join your website.
- Other neighborhoods
- Smaller neighborhoods are generally better—learn why.



Neighborhood size: 323 households

Your information is safe and secure.

· Use proper capitalization, unless your neighborhood name is an acronym.

"Friends".

Nextdoor

1)Sign up » 🛛 🛛 🖉

Introduce yourself »

Invite neighbors

3

Great! The next step is to verify your address.

To ensure a secure and trusted environment for your neighborhood website, all members must verify their addresses.

Verify your address at 5011 S Rebecca St with one of the methods below:



Credit or debit card (instant and free)

We will only check your card billing address and will not store your card number.

Home phone (instant and free)
 We will call your home to verify your account.

Mobile phone (instant and free)

We will call your mobile to verify your account.

▲ Your information is safe and secure.

Help

Nextdoor

Invite neighbors

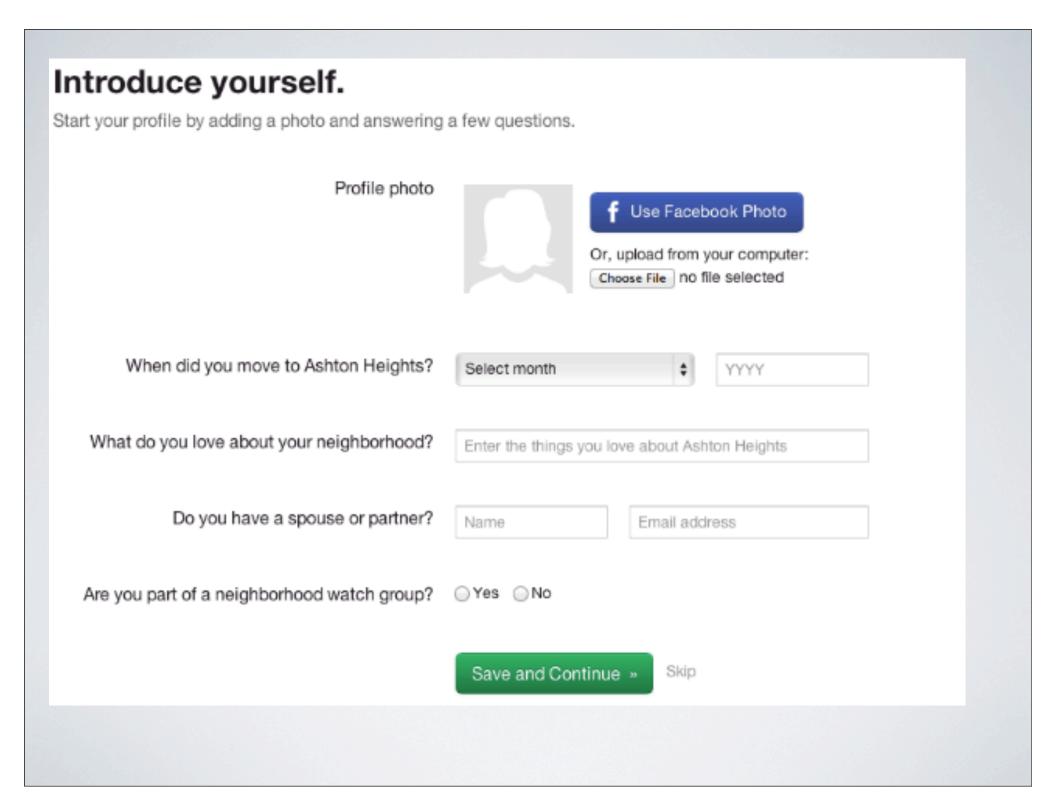
Thank you, your postcard will arrive in 3-5 days!

When it arrives, please follow the instructions on it to verify. Your postcard should look like the image below.



Continue »

Help



Almost done! The last step is to invite a few neighbors.

Your Nextdoor website works best when the entire neighborhood uses it. Can you invite your neighbors?

Select your address book



Type or paste emails. Include one per line or separate with commas.

Enter a custom message or use the default message

Our neighborhood is using a private online network called Nextdoor Ashton Heights, and we think you'll benefit from joining us. On our Nextdoor site, neighbors share community events, recommendations, items for sale/free, crime/safety concerns, ideas about how to make our neighborhood better, and more. Please join us to build a better neighborhood!

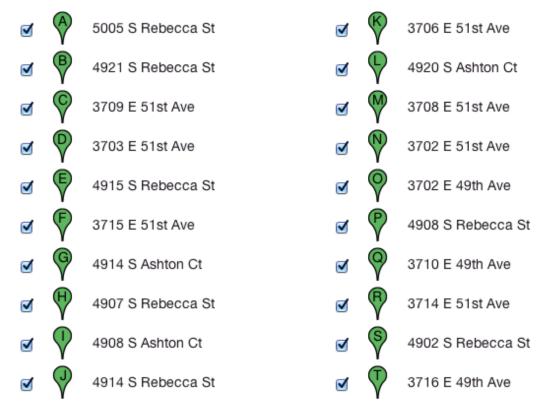
Send invitations

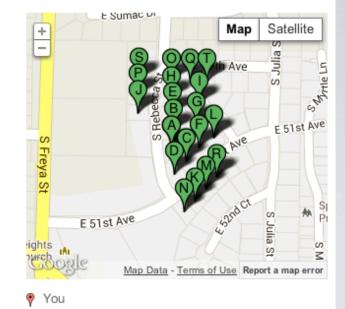
Skip

Last step. Invite your closest neighbors via postcard.

We'll print and mail postcards for free to your 20 closest neighbors who aren't already Nextdoor members.

Select your neighbors · Preview postcard





Your neighbors

Enter a custom message or use the default message

Our neighborhood is using a private online network called Nextdoor Ashton Heights, and we think you'll benefit from joining us. On our Nextdoor site, neighbors share community events, recommendations, items for sale/free, crime/safety concerns, ideas about how to make our neighborhood better, and more. Please join us to build a better neighborhood!

Welcome to Nextdoor Ashton Heights!

Introduce yourself to your neighbors by creating your first post.

	Kathy Caro	
	Create your introductory post	
Add your photo	Post to neighbors Skip	

Some suggestions for your introduction

- · Where you're from originally
- · Your interests
- · Where you work
- · What kind of pets you have
- What you like about living in Ashton Heights

Here's an example based on the profile you created:

Hi, I'm Kathy and I live on S Rebecca St. I've been a resident of Ashton Heights since 1999. Hope to see you around the neighborhood.

Welcome to the Nextdoor Ashton Heights pilot website.

The pilot will expire in 21 days unless 10 more verified members join. Help it launch by verifying your address or by inviting your neighbors.

👚 Home Activity from Ashton Heights only Inbox 1 NEIGHBOR Neighbors Map Post a message, event or urgent alert to neighbors Events LOCAL Ashton Heights Introducing Nextdoor for iPhone® × Nearby Neighborhoods Everything you love about Nextdoor is now available in the palm of your hand with Nextdoor for iPhone. Our Android CATEGORIES app is coming soon. Classifieds Crime & Safety GET THE APP Documents Free items General Lost & Found Launch your website in 3 steps Recommendations Your neighborhood has started a 21-day pilot of Nextdoor Ashton Heights. Here are 3 steps to help make your 2 GROUPS neighborhood website a success: + Create or join a group Step 1. Invite your neighbors Nextdoor Ashton Heights must sign up 10 verified members within 21 days to become a permanent website. As new neighbors join, Nextdoor will become even more helpful. © Nextdoor 2013 Step 2. Verify your address About Blog Guidelines Help Nextdoor Ashton Heights is only available to Ashton Heights residents. Therefore, you must verify your address Jobs Privacy Press Safety

PILOT NEIGHBORHOOD

- At this point your neighborhood becomes a "Pilot" site.
- Neighborhood is "pilot" until 10 members join and verify their addresses.
- Standard "Pilot" period is 21 days. If the pilot neighborhood has not launched with 10 verified members within 21 day pilot period (and the pilot period hasn't been extended), the neighborhood will expire.
- The purpose of the 21 day pilot period is to ensure that neighborhoods like these do not block someone who is more motivated from creating a successful Nextdoor website for their neighborhood.

PARTNERSHIPS

Cities

 Over 50 Cities in the U.S. use Nextdoor to connect neighbors and build community.

New York City

Police Departments

 Using Nextdoor to better communicate with residents, encourage neighbor-to-neighbor communication, and facilitate virtual crime watch.

Questions?

For Student Help Contact: Jackie Caro 625-6733 jcaro@spokanecity.org