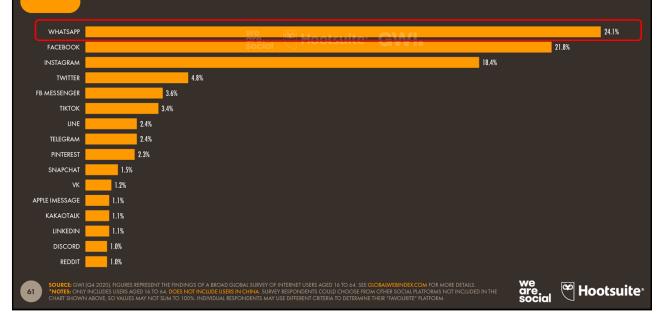


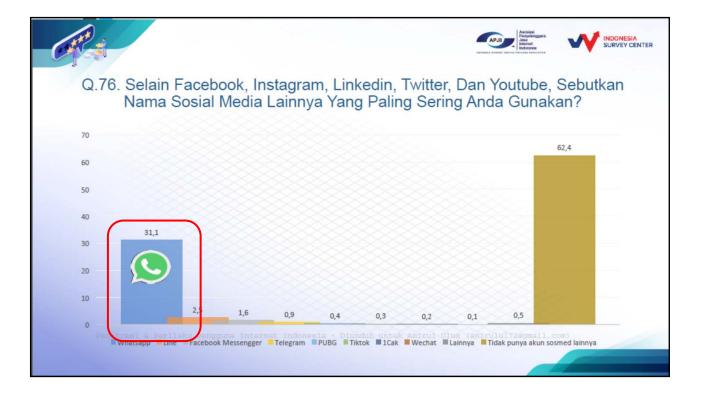
FAVOURITE SOCIAL MEDIA PLATFORMS

APR 2021

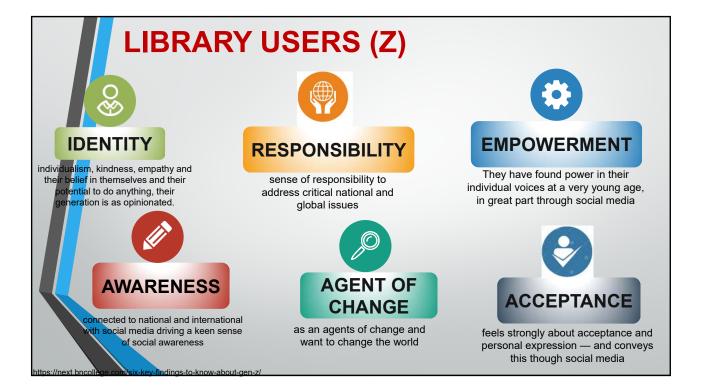
PERCENTAGE OF INTERNET USERS AGED 16 TO 64 (EXCLUDING CHINA) WHO SAY THAT EACH OPTION IS THEIR 'FAVOURITE' SOCIAL MEDIA PLATFORM*





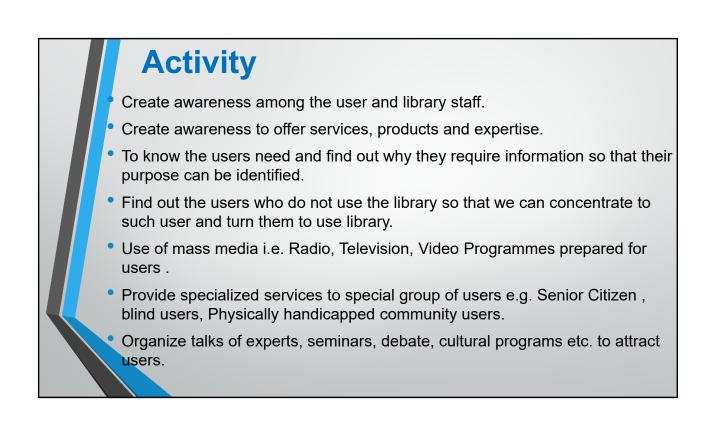






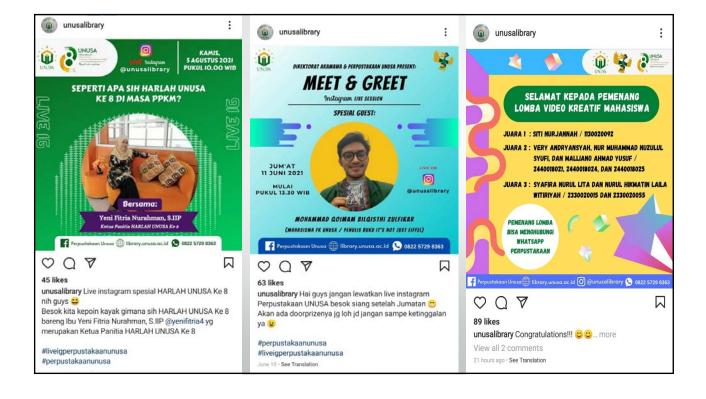
Professional skill

- Perception of user's needs, knowledge of conducting users surveys etc.
- Ability to obtain feedback from users and skill to analyze the feedback.
- Most important quality of taking right decision at right time.
- Must have technical knowledge such as use of internet, web page design, and product design and presentation skills.
 - Have knowledge of various marketing strategies

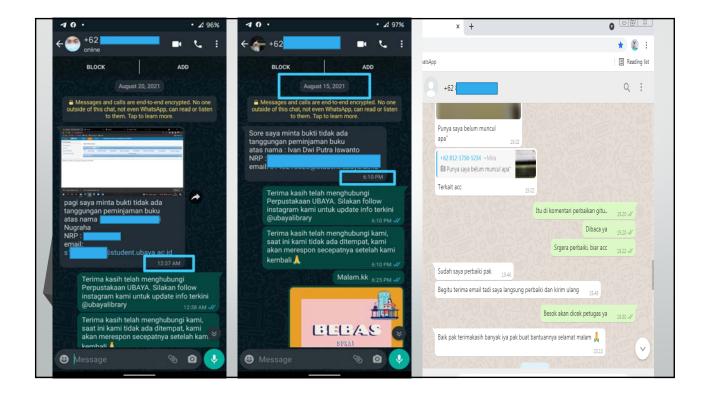


Managing Promotion

- 24/7
- Librarian have the tools and training
- Spirit
- Motivation
- Institution support







Continous Improvement

- Accommodate user engagement
- Approachable and very helpful
- Complete various collection, service, facilities
- Based on social media services
- Maintain user satisfaction



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