

# Playbook Guide: YouTube for Good

[ January 2012 ]

## Playbook Guide: YouTube for Good

Welcome to YouTube! As a cause, non-profit or NGO, your definition of success might be different than say, Justin Bieber, but you'll be using video in a similar manner to engage and educate people across the world. It's our goal to help you gain an audience for your content and turn those view counts into charitable donations, volunteerism, community, laws changed, and so on. A few things to think about:

- 1. For many causes, video is a new but essential format for your storytelling. Embrace it and start communicating with over 800 million people worldwide on YouTube it's a global living room like no other. YouTube is also the world's 2<sup>nd</sup> largest search engine (after Google) people are looking for you every day. What will you show them?
- Although YouTube contains many humorous or entertaining videos, our community embraces education, inspirational and authentic themes with equal vigor. Don't worry about being "viral" just focus on creating good content and interacting with the community.
- 3. We want to hear from you. Tell us what's working and what you want to see next.

## Playbook Guide: YouTube for Good

The Playbook Guide: YouTube for Good is a supplement to the Creator Playbook (<a href="http://youtube.com/playbook">http://youtube.com/playbook</a>), offering strategies and examples to partners focused on causes and activism in the YouTube Nonprofit program. The Guide references specific sections in the Playbook and adapts those sections to address the needs and challenges of nonprofit partners. Three sections are included to describe features and strategies for nonprofit partners with a consistent reference to the Playbook: Activate Your Cause, Storytelling for Causes, and Campaigning on a Shoestring. The Appendix includes example links, criteria for becoming a YouTube nonprofit partner, and a list of resources.

#### **Table of Contents**

Activate Your Cause	3
Storytelling for Causes	8
Campaigning on a Shoestring	16
Appendix	20

#### **Guide Structure**

- o The **overview page** describes the partner challenge and includes a quick reference list to find additional context and best-practices for that challenge in the Playbook.
- The details page provides further context and examples about how to implement strategies across pre-production, production, publishing, and post-publishing. Links to the examples are offered in the Appendix.

To access the Creator Playbook: <a href="http://youtube.com/playbook">http://youtube.com/playbook</a>
For help with YouTube basics and how to set-up a new channel, go to the Partner Help Center: <a href="http://goo.gl/h410L">http://goo.gl/h410L</a>

### Challenge:

How do I activate an inexpensive outreach campaign on YouTube? What can I do to build awareness of my organization and cause on YouTube? How do I mobilize supporters and volunteers and drive donations?

### Strategy:

Learn how to leverage branding on YouTube and utilize unique features to nonprofits (external annotation links, call-to-action overlays, and Google Checkout Donate button) to help reach potential supporters, volunteers and donors.

### **Creator Playbook Sections:**

Metadata
Thumbnails
Channel Page Optimization
Annotations
Call-to-Actions

Video is a powerful way to extend the reach and impact of your organization. A nonprofit YouTube channel can help you deliver your message to the world's largest online video community and second-largest search engine. It is therefore important to think of branding on YouTube as everything from the banner and avatar on your channel to the thumbnails and metadata that surround your videos. Metadata includes video titles, descriptions, and tags.

#### **Metadata for Nonprofits**

- o Titles should be provocative and compelling. Arrange by keywords first. branding last as illustrated by this example from UnculturedProject.
- o **Descriptions** should accurately reflect the message and content of the video. Include a standard tagline in all video descriptions to highlight your mission. Offer helpful links which may include more information about your cause/organization, how people can become involved, and where to donate. Don't hesitate to include a call-to-action to subscribe, share, or like the video as a form of support.
- o Tags should be plentiful and reflect a good range of common and specific keywords. Save time by creating a set of standard tags that can be applied to all of your videos. Update your video tags to reflect new search trends related to news, current events, or global initiatives relevant to your cause.

### The Gift of Clean Water - Project for Awesome



#### Tags:

UnculturedProject Uncultured Project Save the Children Project for Awesome Clean Water Pond Sand Filter Development WASH Poverty Bangladesh Barguna YouTube World Suck Nerdfighters Tour de Nerdfighting John Green Hank Green

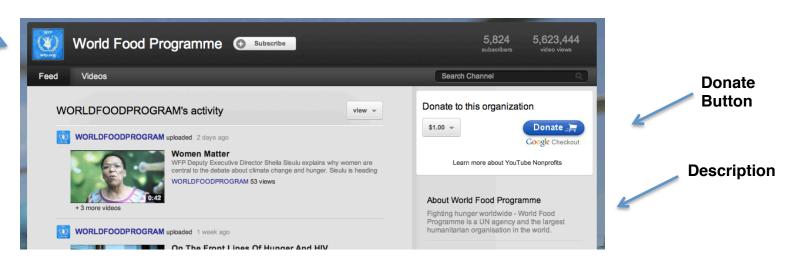
Metadata Uncultured Project "The Gift of Clean Water -Project for Awesome"

YouTube's new homepage and Channels layouts make it a whole lot easier for viewers to subscribe to nonprofit channels. Here are some pointers to help you make the biggest impression with the new branding features.

#### **Channel Branding**

- Opt in to the new Channel branding, and add your organization's Google Checkout button to the page (see page 7).
- Create a relevant, short text description of your cause and organization. This will have prominent placement around YouTube that helps drive new subscriptions.
- Select a great avatar for your organization. These are just as important as the video thumbnail images you choose for your videos. They should be eye-catching, bright, close-up, and high resolution.
- Select an impactful video to feature on your channel that gives viewers a strong, first impression of your organization. The featured video also appears to potential subscribers in a preview pane from the homepage.
- Enable the optional Featured Tab to easily organize and display your content. There are four templates.
   Consider the amount and type of content you have before selecting your template. For example, if you don't produce a lot of new videos, but you organize a lot of videos into playlists, consider the Creator template.

#### Avatar \_



#### Playbook Guide

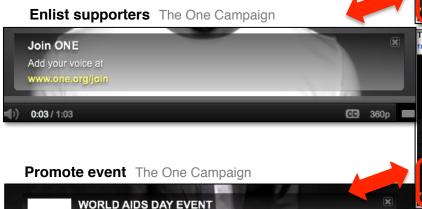
### **Activate Your Cause**

By utilizing best practices in the Calls-to-Action (CTAs) and Annotations sections of the Playbook, you can build awareness and successfully mobilize audiences on YouTube to join your movement. Verbal CTAs can be highly effective when they come from celebrity spokespersons or compelling subjects in a video (more on page 11). Another effective strategy is to use CTAs in Annotations and/or CTA Overlays. Nonprofit partners are allowed to use external links in Annotations and CTA Overlays, which can be great vehicles to drive campaigns.



#### **Call-to-Action Overlays**

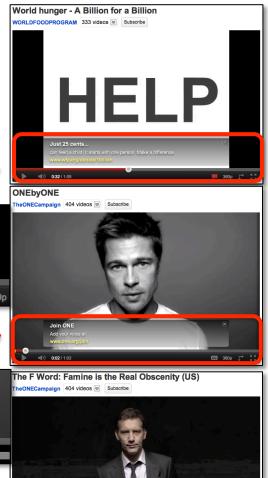
Can be used to raise donations, drive viewers to a website or petition, enlist volunteers, promote a fundraising event, and so much more!



President Obama, Bono & more discuss #endofAIDS DEC 1 10amET

www.youtube.com/theonecampa

**0:02 / 1:**01





GG 360p

#### **Annotations**

Can be used for a variety of fundraising efforts: provide additional context to your cause, solicit support, subscriptions, signatures or donations, and outreach via social media.



**Annotations** Stillerstrong

### Google Checkout "Donate" Button

Another feature nonprofit partners can use to drive donations is a Google Checkout "Donate" button. Once you sign up for it, go to your Google Checkout Options, enter your ID and Merchant Key, and choose donation amounts. Once you've filled in the information, the button will appear on your public profile and all of your video pages. If you are opted into YouTube's new Channel design, you can find the Google Checkout options in the upper right-hand corner of "My Channel" and click on the "Donations" link. In the old layout, you can access it from the "Profile" box on "My Channel" and select "edit "



### **Challenge:**

How can I raise awareness and promote action with my videos? How can I engage and sustain an audience of potential supporters, volunteers and activists around my cause?

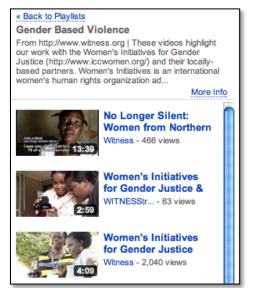
### Strategy:

Regularly produce and program content that is timely and relevant, leverage celebrity spokespersons and real subjects to tell your story, and actively involve your audience.

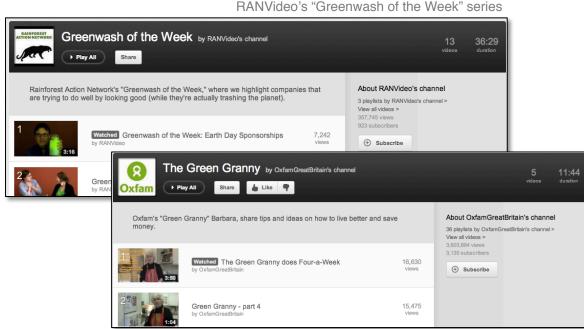
### **Creator Playbook Sections:**

The First 15 seconds
Call-to-Actions
Regular schedule and frequency
Playlists and Video Responses
Involve Your Audience
Tent-pole Programming

Just as it's important for nonprofits to maintain a consistent fundraising schedule, the same rule applies to how you program content on YouTube. Stick to a regular schedule and consistently program content around your fundraising calendar. Making video a regular part of your initiatives and scheduling content around tent-pole events can help extend the impact of your campaign. To stay relevant on YouTube, it's key to upload videos and program content on your channel on a consistent basis.



Witness' "Gender Based Violence" series



Oxfam's "The Green Granny" series

#### **Serial Content**

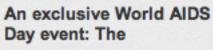
Maintain a regular schedule by releasing a series of videos around a particular issue related to your cause. The examples shown are from Nonprofits who created regular thematic content, then organized the videos into playlists to feature on their channels. If you create a playlist, be sure to include the release schedule in the description along with the overall message conveyed in the videos.

Aligning your video fundraising and outreach efforts with larger tent-pole initiatives or cultural events relevant to your campaign will maximize exposure to your cause. Packaging and producing content around tent-pole events (e.g. World AIDS Day, Earth Day, World Refugee Day) can help you build momentum from search trends, audience interest, and promotional opportunities. Also, seize opportunities to respond to current events that impact your mission. You can do so by posting videos that explain your position to relevant news stories.



# Tent-pole and current events.

TheOneCampaign "World AIDS Day event"

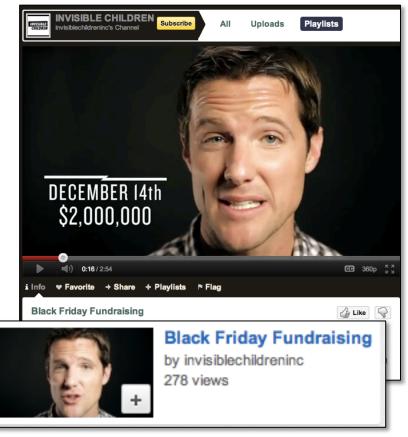


by TheONECampaign 211,244 views



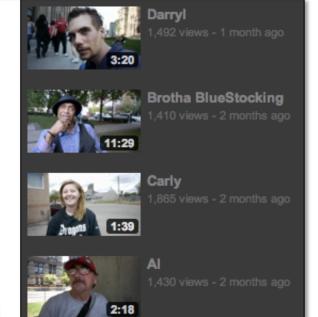
RAN Activist Confronts Chevron CEO Over Oilby RANVideo 1,036 views

InvisibleChildrenInc "Black Friday Fundraising"



Celebrities and personalities can help drive the success of your videos on YouTube. If you have access to well-known figures, companies or other entities affiliated with your cause, consider how to get them involved with your video strategy. Celebrities are among the most searched terms on YouTube each year, which represents a real opportunity to leverage star power to build awareness to your cause. That said, it's important to remain authentic and run a video campaign that genuinely reflects your organization's sensibility. It also helps to feature subjects who can attest to the importance and impact of your work. The best spokesperson doesn't always have to be a celebrity, it can be the person you are trying to help with your cause.

InvisiblePeople.tv invisiblepeopletv's Channel



InvisiblePeople.tv features videos of individual homeless people sharing their own stories.

Witness exposes human rights violations by empowering people to share their personal stories of abuse on video.



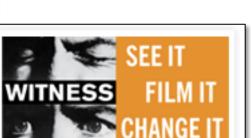
Congolese Women Activists Share Witness - 2,079 views



Mary tells her story about the violence she Witness - 67,623 views



Hear Us: Zimbabwean Women Affected by Witness - 3,995 views



**Real stories from** 

real people.

#### Playbook Guide

## **Storytelling for Causes**



#### Scarlett Johansson - Video Journal - Part 1

This is the first installment of Scarlett's video journal from her trip to Dadaab, Turkana and Lodwar with Oxfam to shine light on the drought and ...



### **Define American**

Subscribe



#### Scarlett Johansson - Video Journal - Part 2

This is the second installment of Scarlett's video journal from her trip to Dadaab, Turkana and Lodwar with Oxfam to shine light on the drought ...



#### Stephen Colbert Defines American

2,963 views - 1 month ago



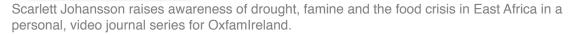
#### Scarlett Johansson - Video Journal Part 3

This is the third installment of Scarlett's video journal from her trip to Dadaab, Turkana and Lodwar with Oxfam to shine light on the drought and ...

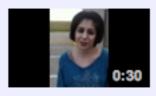


#### Define American -Julie Erfle

1,028 views - 3 weeks ago







#### Julieta Garibay on how she defines

182 views - 2 weeks ago



#### The F Word: Famine is the Real Obscenity (US)

Clooney, Jessica Alba, Idris Elba and more unite behind ONE's new campaign world's attention again on the famine and food crisis ...





#### Russell Simmons Defines American

419 views - 1 month ago

Celebrities join forces to create a provocative campaign video to raise attention to the famine and food crisis for TheOneCampaign.

Stephen Colbert, Russell Simmons and other celebrities create videos to shed light on problems with the U.S. immigration system for the DefineAmerican campaign.

#### **Involve Your Audience**

YouTube is an interactive worldwide community, and there are a number of creative ways to inform the audience, mobilize participation, and raise awareness of your organization. Keep these fundamental best practices in mind as you dream up the next video campaign for your cause.

- Create a standard call-to-action video that conveys a clear message about your campaign.
  - o Be concise and catchy, especially in the first few moments of the video.
  - Acknowledge the audience and offer a clear call-to-action for support (share video, subscribe, get involved, spread the word, donate, etc.).
  - Create conversation and dialogue about your work. Ask questions and solicit responses.
    - The Moderator tool, available to all users, lets you hold your own public forum. The audience can submit comments or questions via text, video or tweets, and vote on the ones they like the most. The best submissions rise to the top.
  - Be sure to select the right person or subject to tell your story (see page 11). Consider tapping a YouTube personality to be your spokesperson.
- o Create an interactive video petition to involve, engage and mobilize your audience.
  - Urge the community to respond to your video by creating one of their own.
  - Provide examples and a suggested script.
  - Feature video responses from the community in a playlist on your channel.
  - Create a compilation video with the video responses to extend your message.

For additional guidance, refer to 'First 15 seconds,' 'Call-to-actions,' and 'Involve Your Audience' sections of the Creator Playbook.

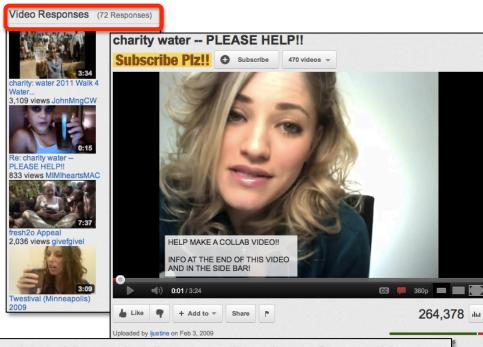


by itgets betterproject

It Gets Better: Ke\$ha

358,489 views

by kesha 2,135,496 views Collaborative Video Petition ItGetsBetterProject "It Gets Better: Dan and Terry" (generated more than 30,000 UGC videos from celebrities, activists, politicians, and media personalities)



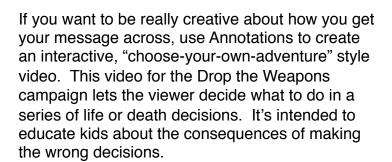
Make a response video this one holding up a dirty glass of water. You can also email it to me: charitywater@ijustine.com

> Collaborative Video Petition iJustine "charity water - PLEASE HELP!!" (generated 72 video responses from the community holding up a dirty glass of water)



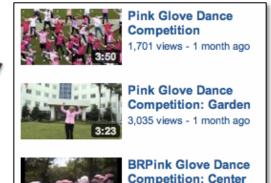
#### Interactive Video, Involve Your Audience

ADifferentEnding "Choose A Different Ending: start"



#### Collaborative Video Petition

PinkGloveDance "Pink Glove Dance: The Competition" (original Pink Glove Dance video generated more than 13 million views, inspired countless video responses, and a competition).



1,333 views - 1 month ago



### **Challenge:**

How can I pull off a video campaign with limited staff, budget and production resources?

### Strategy:

Reach out, partner up and collaborate with other YouTube creators and organizations to drive new supporters to your cause.

### **Creator Playbook Sections:**

Cross-promotion and Collaboration Involve Your Audience Blog Outreach Other Social Media

Don't have the bandwidth? Don't worry. There are several ways to tell your story and stay relevant on YouTube with limited time and resources. Making a video can be as simple as turning on the camera and giving a quick status update about your campaign. You can also flip on your webcam and spend a couple minutes thanking your supporters on YouTube. Another good approach is to ask other YouTube creators for help and seek opportunities to partner up with organizations working toward similar goals. There are many ways to collaborate, cross-promote, and distribute your content. Here are a few strategies to help you get started.

#### **Cross promotion and Collaboration**

- Make a call-out video asking the community for help creating videos for your cause.
- Reach out to specific YouTube creators with a big presence on YouTube. Some would be eager to help make a video for a good cause. (see iJustine/Charity Water example on page 14).
- Find similar organizations working toward the same cause. Share resources and work together on videos that will benefit you both.
- You don't have to create videos to have an active presence on YouTube. Leverage other content that is relevant to your cause.
  - o Feature other YouTube videos on your channel that promote your cause.
  - Create themed playlists that feature videos from the broader community rallying around similar causes. For more information about playlists, see page 48 in the Creator Playbook.
  - Like, favorite, create playlists, and watch videos. These actions will appear in your activity feed and will be visible to your subscribers.

Project for Awesome (P4A) is an annual charity project founded by popular YouTube stars, the VlogBrothers, and organized by the YouTube community. It's the perfect opportunity to collaborate with a YouTuber to promote your cause. Every December, YouTube creators make videos for charities of their choosing and then spend two days viewing, commenting and favoriting the videos to help make them more visible on the platform. Last year, the event was said to raise \$100,000 for charities.

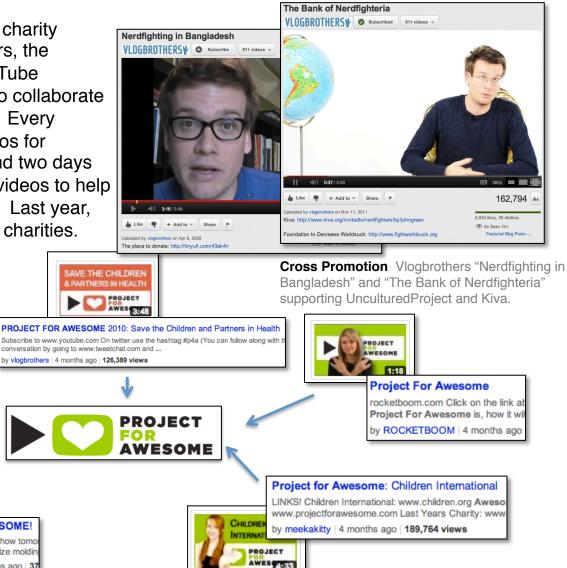
charity: water

Project For Awesome! P4A! charity: water

Let's build a well together:) mycharitywater.org \*\* Sub

All the money this video makes from the ads ...

by ijustine | 4 months ago | 389,595 views



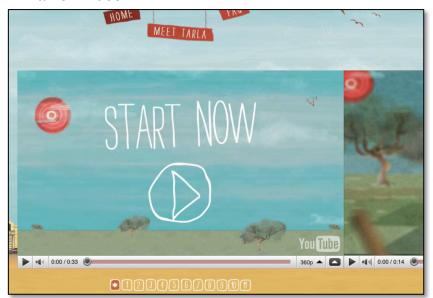
PROJECT FOR AWESOME!

Be sure to watch the live show tom a raffle ticket to win a life size moldii

by SHAYTARDS | 4 months ago | 3

To amplify your message, it's not only important to 'broadcast yourself' on YouTube, but everywhere you can reach potential supporters.

- o Target your outreach and create a list of blogs, sites and influencers. Be sure to include a link with the embed code.
- o **Embed, embed** in your newsletter, emails, on your website, in your blog. Urge supporters to do the same.
- Share video links on Google+, Facebook and Twitter. Ask followers to +1, share or retweet your video in a show of support.
- Engage with your supporters on YouTube and social media, especially in the first few hours after you upload a new video.



#### invisiblepeopletv's Channel - YouTube

www.youtube.com/user/invisiblepeopletv The purpose of this vlog is to make the invisible vis



### InvisiblePeople.tv

@invisiblepeople FOLLOWS YOU

:: changing the story of homelessness :: managed by @careyfuller, a homeless mother living near Seattle, with occasional ramblings from @haRdLyNOrMal

Los Angeles · http://invisiblepeople.tv

#### **Social Media**

InvisiblePeople.tv – Social media outreach and engagement. A homeless woman helps manage the Twitter and Facebook accounts.

#### invisiblepeople.tv | Facebook

www.facebook.com/invisiblepeopletv

invisiblepeople.tv - changing the story of homeles story about a homeless man on Hollywood Blvd wh

#### invisiblepeople - Twitter

twitter.com/invisiblepeople +1



# **Appendix**

Example Links	22
Nonprofit Program Requirements	23
Resources	24
Thanks	25

## **Example Links**

#### **Playbook Guide**

Activating	Your	Campaign
------------	------	----------

4	Uncultured Project "The Gift of Clean Water – Project for Awesome"	http://www.youtube.com/watch?v=GJubQzKYMGg
5	World Food Programme Channel Page	http://www.youtube.com/worldfoodprogram
6	World Food Program "World hunger – A Billion for a Billion"	http://www.youtube.com/watch?v=6jSBW0BOPqM
6	TheOneCampaign "OnebyOne"	http://www.youtube.com/watch?v=ZD4jv21GjrM
7	Stillerstrong	http://www.youtube.com/watch?v=dsmpjFN5xS0&

#### **Storytelling for Causes**

	Storyteiling for Causes	
9	Witness "Gender Based Violence" Playlist	http://www.youtube.com/Witness
9	Oxfam "The Green Granny" series	http://www.youtube.com/playlist list=PL6359F636936E3I
9	RANVideo "Greenwash of the Week" series	http://www.youtube.com/playlist?list=PL8FF0E044B7BFI
10	InvisibleChildrenInc "Black Friday Fundraising"	http://www.youtube.com/watch?v=6KTySNyLxvg
10	TheOneCampaign "World AIDS Day Event"	http://www.youtube.com/watch?v=ABrI1GNs3u8
10	RANVideo "Ran Activist Confronts Chevron CEO"	http://www.youtube.com/watch?v=cKK44c0bmSM
11	InvisiblePeople.tv	http://www.youtube.com/invisiblepeopletv
12	Oxfamlreland - Scarlett Johansson	http://www.youtube.com/watch?v=am_BVWNjqKo
12	DefineAmerican – Stephen Colbert	http://www.youtube.com/watch?v=lgJyfjoVqlc
12	TheOneCampaign "The F Word: Famine is the Real Obscenity"	http://www.youtube.com/watch?v=dzcRSr6PW_o
14	ItGetsBetterProject "It Gets Better: Dan and Terry"	http://www.youtube.com/watch?v=7lcVyvg2Qlo
14	iJustine "charity water – PLEASE HELP!!"	http://www.youtube.com/watch?v=UCneumQisC4
15	PinkGloveDance "Pink Glove Dance: The Competition"	http://www.youtube.com/watch?v=GSUqmjN4_UY
15	ADifferentEnding "Choose A Different Ending: start"	http://www.youtube.com/watch?v=Y-DCd97Hz7q
	-	the state of the s

#### Campaigning on a Shoestring

- 18 Vlogbrothers "Nerdfighting in Bangladesh"
- 18 Vlogbrothers "The Bank of Nerdfighteria"
- 19 AGirlStory.org
- 19 InvisiblePeople.tv

http://www.youtube.com/watch?v=PEtIR0xHDfk http://www.youtube.com/watch?v=2j81IEqBCe0 http://agirlstory.org http://invisiblepeople.tv

## **Nonprofit Partner Program**

#### Requirements

Organizations applying for the YouTube Nonprofit Program must meet the following criteria.

• U.S. organizations must have current 501(c)(3) status, as assigned by the Internal Revenue Service, to be considered for the YouTube Nonprofit Program.

The following organizations are not eligible for the YouTube Nonprofit Program:

- Programs requiring membership and/or providing benefit solely to members, such as clubs, sports teams, alumni, networking and other membership organizations.
- Religious content or proselytizing on website as well as organizations that use religion or sexual orientation as factor in hiring or populations served.
- Groups serving a primarily political function such as lobbying, think tanks and special interests.
- Commercial organizations, credit-counseling services, donation middleman services, fee-based organizations, universities, and nonprofit portals.
- Google reserves the right to award or deny the application of any organization. Selections are made at Google's sole discretion, and decisions regarding award recipients are final.
- For full guidelines, please see the Google for Nonprofits site.

## Nonprofit Partner Program

#### Resources

#### **Product**

- YouTube Nonprofit Program: <u>www.youtube.com/nonprofits</u>
- YouTube Creator Playbook: <a href="https://www.youtube.com/playbook">www.youtube.com/playbook</a>
- YouTube Creator Hub: <u>www.youtube.com/creators</u>
- Partner Help Center: <a href="http://goo.gl/h410L">http://goo.gl/h410L</a>
- Moderator on YouTube: www.youtube.com/moderator
- YouTube Direct: <a href="https://www.youtube.com/direct">www.youtube.com/direct</a>
- Call-to-action overlays: http://support.google.com/youtube/bin/answer.py?hl=en&answer=150471

#### **Nonprofit Partner Support Queue**

Nonprofit partners can email <u>nonprofits@youtube.com</u> for support.

#### Video

How to use external annotations: http://www.youtube.com/watch?v=ZK38BWy-O9E

#### **Contests**

- Nonprofit Video Awards (culminates annually in March): <a href="http://www.youtube.com/nonprofitvideoawards">http://www.youtube.com/nonprofitvideoawards</a>
- YouTube Good Work (culminates annually in June): <a href="http://www.youtube.com/goodwork">http://www.youtube.com/goodwork</a>

# Thanks!

### **Feedback**

Is this document helpful? Are we missing anything?

Let your YouTube contact know how we are doing!