

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Subscriptions Officer

Location: Dickson and remotely

Classification: ASO4

Reports to: Assistant Director, Collections

Position number: P17814

Date last reviewed: 10/07/2026

Division: Access Canberra

Positon requirements: Working With
Vulnerable People Card

Business unit: Libraries ACT

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

What we do

At Access Canberra, we are all about giving people easy access to ACT Government regulatory services, payments and information while offering a great customer experience. We help



community organisations, business and individuals work with the ACT Government and constantly look for new ways to better deliver services.

Access Canberra is unique to the ACT Government; we work across many different regulatory and customer service areas to support the delivery of regulatory reform and red tape reduction, drive government priorities and implement new initiatives. We actively engage in a risk and harm approach to compliance across a broad range of industry sectors to build a strong economy, safe community and sustainable environment.

Who we are

We are a diverse, innovative and professional team of people who come from a wide variety of backgrounds. We welcome people with experience from the community, public and private sectors and believe the more diverse our knowledge base is, the better our results will be.

Access Canberra is comprised of people from all backgrounds seeking to help members of the ACT community. Demonstrating our connectedness with our community through inclusion and diversity is key to our vision. We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive projects from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?".

If you require extra supports to engage in the workforce due to a disability, if you are a veteran, or if you bring the life experience of a culturally and linguistically different background, we are especially welcoming of your application.

What we offer

- Interesting and fulfilling work in a unique government environment where you can see the impact you have on the Canberra community.
- The opportunity to work with passionate, innovative and experienced leaders who encourage and support you to develop your interests and expertise.
- A flexible workplace with brand new, state of the art accommodation enabling activity-based work in a fun and creative environment.

BUSINESS UNIT OVERVIEW

Libraries ACT provides public library services for the community over nine sites across whole of Canberra city, online and through a range of programs. Libraries ACT is dynamic, responsive and passionate about delivering to the Canberra community opportunities for reading, literacy and learning through our resources and programs.

We are vibrant welcoming community hubs, well-loved by our patrons of all ages who use our spaces and resources to connect, collaborate, create, to learn and be inspired. We are focused on providing our patrons excellent customer service, enhancing their experience and ensuring their ease of access to reliable and trustworthy information.

Libraries ACT Collections Team is a small but dynamic, motivated and high-performing team overseeing all aspects of the library's resources in both digital and physical formats. We manage all related procurement and contracts, resource development and management, metadata and

access, and various types of special lending services including Home Library Service and Book Clubs.

The Australian Capital Territory Public Service (ACTPS) is a values based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration, safety, excellence and innovation as well demonstrate the related signature behaviours.

POSITION PURPOSE

The Subscriptions Officer is a key member of the Collections Team. As part of the day-to-day duties and responsibilities, using a combination of the library's integrated library management system and vendor platforms, the Subscriptions Officer manages all Libraries ACT subscriptions for physical magazines, newspapers and digital resources. We are looking for a candidate who is innovative and excited about how technology has opened up our access to knowledge, information and unimaginable possibilities. The applicant will need to be able to work closely with others in a small-team and collaboratively with other staff across different teams. The successful applicant will need to have good organisational skills to self-pace in, at times, a high-demanding environment.

Libraries ACT is looking to fill a permanent position in the Collections Team who will be managing all subscriptions-related materials and resources, with a majority of that time focusing on developing our most in-demand area, the digital collection. We are looking for a candidate who is innovative and excited about how technology has opened up our access to knowledge, information and unimaginable possibilities.

DUTIES / RESPONSIBILITIES

1. Under the direction of the Assistant Director, Collections, this position manages the subscriptions-based resources (e.g. print and digital newspapers, print and digital magazines, and e-resources), and oversees the development of a fast-growing and high-demand digital collection: monitoring for new digital resources and/or new developments; manage trials, access, and set-up; in collaboration with the library's marketing team, coordinate the promotion of digital resources; monitor usage; perform statistical analysis; and reporting.
2. Using the library's integrated library management system and other relevant technological tools for the management of Libraries ACT's physical and digital/electronic subscriptions. This includes activities such as maintaining quality metadata and license records of all subscriptions-based library resources and material, copy cataloguing, acquisitions, renewals and processing customer requests. From time to time, such activities may extend to non-subscription-based resources and material.
3. Assist in the development and implementation of subscriptions-based procedures in response to customer expectations/requirements and current trends. Provide training and material as well as point-of-contact for library staff on matters relating to library subscriptions in print and electronic, as well as general collection and the catalogue.

4. Assist with procurement processes for subscriptions-based resources and material.
 5. On a daily basis, monitor, report on and respond to customer requests and expectations using various technological applications and interface.
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SELECTION CRITERIA (CAPABILITIES)

Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

1. Demonstrated skill and experience in applying current and emerging technologies especially within the information services and library environment, including use and management of e-resources, and the ability to apply technology in the work environment.
2. Experience in using an integrated library management system for activities such as serials, e-resource management, acquisition, copy cataloguing, metadata and reporting.
3. Demonstrated excellent organisational skills with capacity for critical and innovative thinking, attention to detail, problem-solving, and project planning in response to a fast-changing environment.
4. Excellent oral and written communication skills. Excellent interpersonal skills with special consideration for experience in liaison across vendors, stakeholders and community groups. Experience in customer service in a public library environment is highly desirable.
5. Demonstrated understanding and commitment to workplace respect, equity and diversity Framework, workplace health and safety best practice and industrial democracy principles and practices.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

This position will require you to have the ability to manage your daily time and workload well as the demands of the job responsibilities ebb and flow. At times, you may be required to meet short deadlines. This position works very closely with others in a small team, and thus, you will be required to be flexible and good team member. You will also be required to have the ability to take-up/embrace new technologies quickly, confidently and with ease.

Professional / Technical Skills

- Professional/Technical Skill or Knowledge:

Relevant tertiary (undergraduate and/or postgraduate) qualification in library and information studies (as defined by ALIA), or progress toward the qualification, is desirable.

Behavioural Skills

To provide high quality customer service in line with the team's objectives as per community/stakeholder needs.

To work cooperatively with others and focus on achieving the best result for customers and the broader community.

To use skills to identify and help implement positive change to the work environment.

Compliance Requirements / Qualifications

- To be eligible for permanent employment within the ACT Public Service you must be an Australian citizen or a permanent resident.
- This position does require a pre-employment medical.
- This position does require a Working with Vulnerable People Check.
- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Subscriptions Officer (position number P17814) and indicates how frequently each of these requirements would be performed. Please note that CED is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Never
<i>The position in an activity based work environment</i>	

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent paid overtime	Never

Rostered shift work	Never
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SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Frequently
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Never
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Occasionally

Personal Protective Equipment (PPE) required	Occasionally
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