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WHAT IS PUBLISHING?

You've probably heard people talking about publishing before – perhaps your favourite author has mentioned their publisher, or maybe you've noticed a publisher's name or logo on the spine of a book. But what is publishing and what do publishers actually do?

Hachette is one of Australia's biggest and most diverse trade publishers, and we've put together this booklet to answer those questions because we want to be the publisher and employer of choice for all people.

This booklet will show you what publishing is, what publishers do and how you can have a rewarding career in publishing – whatever your skills or background.

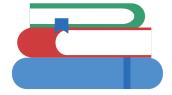
Why publishing?

A career in publishing is a career in one of the main creative industries, and is all about storytelling, regardless of your job. Everyone who works for a publishing company makes a valuable contribution – whether the books they create are epic works of literary fiction, picture books that introduce children to their first words, intimate celebrity biographies, cookbooks full of tasty recipes, or textbooks that help kids of all ages at school and college. Everyone has a story to tell, and publishers help these stories to get told in the best way, in the best format.

There are lots of different roles in publishing, as this booklet shows, for all different skillsets. You might think publishing is just for people who are good with words – and if you are, that's great. You'd probably make a brilliant editor: someone who works with the

the author to change the book and refine it to make it the best book it. can be. But words are just the beginning of the story. Maybe you're a talented artist or designer. Maybe you're wonderful at talking to people and can generate hype for a book. Maybe you're excellent at building relationships and can sell books to bookshops. Maybe you're good with numbers and can help us to budget and forecast. Maybe you're a digital whizz, and can help us to create websites, ebooks and brilliant online content. Maybe you're an expert negotiator and can help us to work out the best deals with authors, agents and retail partners.

Whatever your skills and interests, there's a role in publishing for you.



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Different types of publishing

There are many different kinds of books, and this means there are many different types of publisher. Each publishing company has a focus on particular types of books, and makes sure it's staffed with people who have the skills and expertise to publish those kinds of books as efficiently and creatively as possible.

Hachette Australia is a subsidiary of Hachette UK and is what's often referred to as a 'trade' publisher. This means we publish books for a general audience – the kinds of books you see in bookshops and libraries, such as fiction, non-fiction, children's books, cookbooks, memoirs, selfhelp books and biographies.

As well as trade publishers, there are also educational publishers, who provide textbooks and online courses to help students learn and study, and academic publishers, who work with universities and

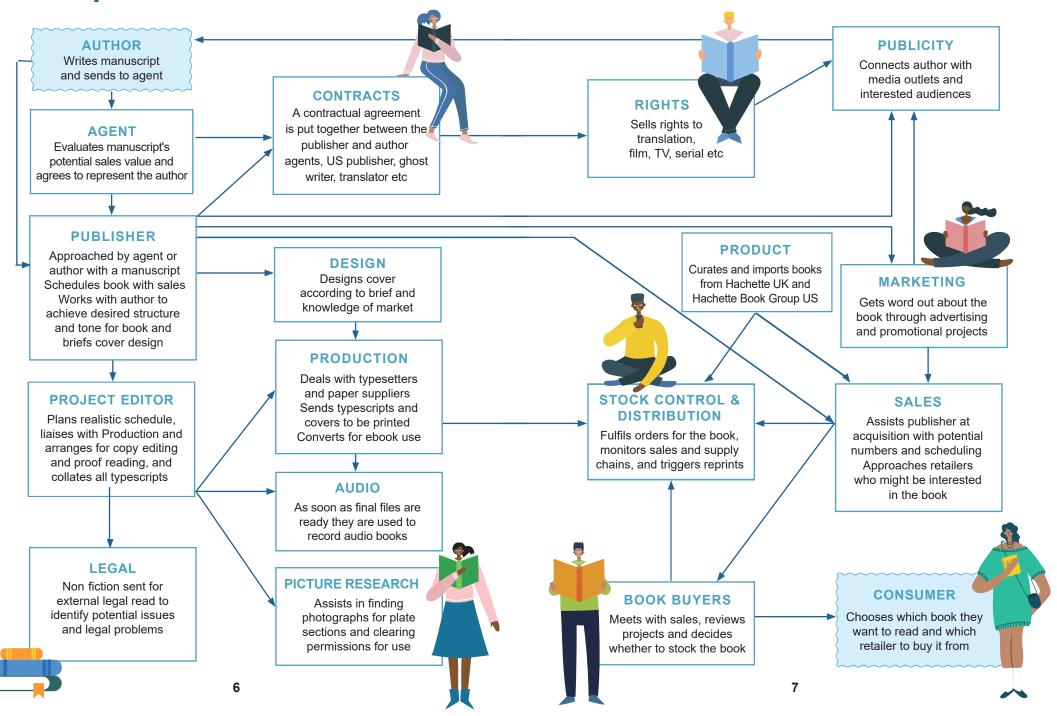
provide books for their courses, as well as publishing cutting-edge research on all kinds of subjects in academic journals. They make valuable contributions to learning and to the future of our world by publishing forward-thinking research.

Beyond books found in bookshops, libraries and schools, there are also those published by professional companies and those specific to the charity sector and other areas. They provide specialised books, magazines and online resources for businesses, charities, industries and professional bodies, helping our economy to thrive by publishing innovative research and reference books.

All these kinds of publishers need people with your skills, whether you're a maths whizz, a wordsmith, or a creative designer.

5

Life cycle of a book





EDITORIAL

What do we do?

The publisher acquires the books we publish before they become books. Publishers read submissions from authors, literary agents and overseas publishers and also come up with ideas for books and approach writers to work on them. We are the first point of contact for authors and work with sales, marketing and publicity to publish the book successfully.

The editor is responsible for making sure the contents of the books we publish are structurally sound and free of factual and grammatical errors, inconsistencies and typos. We work with the publisher to transform the author's manuscript and the illustrator's artwork into a printed book, ebook or audio edition and work with colleagues in design and production to manage the schedule and costs of the whole editorial process.

What's the first role?

The entry-level role of Editorial Assistant is at the heart of the production process. Editorial Assistants work with all departments with tasks including liaising with authors, illustrators and agents, assisting publishers, and managing submissions. This role is also called Publishing Assistant.

What do I need to demonstrate in an interview?

Entry-level editorial roles can be very competitive, so you'll need to demonstrate a wide range of skills, including:

• **Creativity:** editing copy so it is clear and concise, reading submissions, and working with typesetters and designers.

- Attention to detail and general knowledge: knowing the rules of grammar and how to apply them is very important for an editorial role. It's also beneficial if you have a wide range of interests and read widely. You could be asked to take a short editing test
- Negotiating: being tactful when working with authors and people in other teams.

as part of your interview.

Publishers need to have a good eye for writing talent and understand what readers want. At Hachette, we have publishers who have come from bookselling, communications, sales, and editorial departments.

As the Fiction Editorial Assistant, I support the Publishers in their day-to-day tasks, review manuscripts and work on second formats, as well as manage administrative procedures and meetings. Organisation and efficiency are my best friends! I love that I get to witness the journeys of so many books, from when they are first received and taken to an editorial meeting, through to having a cover designed and finally being printed.

LEE MOIR, FICTION EDITORIAL ASSISTANT



DESIGN

What do we do?

We work with lots of freelance book cover designers who help us create the covers that you see in bookstores. Our in-house designer works with the marketing team to create animations, posters for bookstores and other beautiful things that help sell books. They also work with other departments to create communications materials and documents just like this one!

In some publishers there will be a whole design department, which includes designers who design covers in-house and are responsible for finding and buying images for our books. At Hachette, picture research is usually done by the editor or publisher, and production helps by licensing or purchasing the images.

What's the first role?

The entry-level role is Junior Designer. In this job you'd be doing tasks such as:

- working with marketing to create advertisements, banners and other material to help sell the book
- getting files ready for print and online
- creating ideas and designs for book proof covers (early copies of the book that are sent to booksellers and other key readers).

What do I need to demonstrate in an interview?

To get hired in a design role you'll need a portfolio of creative work.

This doesn't necessarily have to be book-related, but it does have to show a range of work and demonstrate your ability to design for different genres or audiences. You must show a strong understanding of how to handle type and images.

Designers will often have a degree in Graphic Design or Illustration, but the most important thing is a brilliant portfolio of design work. You should be proficient in Photoshop and InDesign; some knowledge of printing processes would also be an advantage, as books are still primarily sold in print form.

My job as the in-house Marketing Graphic Designer is really varied.

In a day I might work on multiple campaigns, design print and digital marketing collateral and assist the wider company in generating buzz for our titles. I like that I can be creative in this job, use my design skills to help connect books with readers and work with people who are very passionate about books.

DAN VALENZUELA, DESIGNER



PRODUCTION

What do we do?

Production teams are responsible for delivering the finished book, ensuring that it is profitable for the business, keeping everything running on time and making sure it is as close to perfect as it can be. We:

- budget and plan for the manufacture of a book from start to finish, ensuring that covers and content are delivered on time and to a high standard
- liaise with external typesetters and printers around the world to ensure everything is delivered to brief
- handle the publishing of digital formats like ebooks, and implement new workflows and systems

We get to be creative and find papers and finishes to create beautiful products. We are also the last people to see everything off before it goes to print, and the first to see the book arrive!

What's the first role?

A Production Assistant's role tends to vary between companies but usually includes:

- supporting the team with day-to-day tasks
- managing the costing and scheduling of reprints and reissues.

What do I need to demonstrate in an interview?

- Organisation and timemanagement: production keeps multiple projects on track, so you have to be on top of dates and deadlines.
- Numeracy: production teams work with budgets and estimates.

- Creativity: working in production requires strong problem solving skills and a keen eye for design.
- Communication skills: production is collaborative, and you need to be able to communicate with colleagues and external suppliers, clearly and effectively.
- Other experience that demonstrates reliability, responsibility and openness to learning new skills.

It wasn't that long ago that books only existed in print. That's no longer the case. The production team create and maintain ebooks and audiobooks, making sure our books reach as many readers as possible in every format.

What I love most about working in production is that I get to be both creative and analytical. As junior production controller I am involved in every aspect of the publishing process and responsible for coordinating production operations whether costing new titles, managing budgets and schedules, or working on cover finishes – no two days are really the same! One of my key responsibilities is working on backlist titles and reprints, often negotiating prices and problem solving to breathe new life into older titles.

LAYLA SAADELDINE, PRODUCTION CONTROLLER



Publishing is about connecting books with the people who want to read them. It's a marketer's job to create early anticipation behind a book before publication, which is really important to encourage people to order it early. We do this by creating digital and physical advertising, connecting directly with book buyers using social media, TV, print, digital media and billboards. Marketers also create materials for bookshops and a wide range of content on a daily basis. It's a really fun, creative and exciting job, where every day is different.

The people who work in this team are experts on audiences, trends, and people. They focus on gathering data through consumer insight tools, polls and research. This allows them to get the right books to the right people at the right place and time.

What's the first role?

As a Marketing Assistant you will support the team to ensure marketing campaigns are structured and run successfully. Day-to-day tasks will involve:

- monitoring and posting on social media
- keeping documents up to date
- creating newsletters and fun digital activities such as quizzes
- answering departmental queries
- assisting with the daily running of the department.

What do I need to demonstrate in an interview?

To be successful in marketing books you need to be creative, as so much of the job is coming up with new ideas that will appeal to the audience and stand out. You'll need to demonstrate this by showing ideas for campaigns and providing examples of when you've helped to make something sell.

You need great communications skills too, to be able to explain complex ideas in a concise way and for different audiences, inside and outside the company. A passion for books and being well read is a must, along with being a team player and an efficient multi-tasker.

If you've created fun and engaging content on social media, showing this will be a great way to stand out. Also make sure to research books that are being talked about and what kind of activity there is for these on online or in print.

The Marketing Coordinator role is a fantastic introduction to everything Marketing at Hachette entails. Every day you'll be doing something different, from administrative tasks like invoicing and scheduling, writing and circulating reports company-wide reports, to social media copywriting and even marketing your own titles. Clear communication, organisational skills and deadline discipline are all super important, as well as some out-of-the-box thinking to make Hachette titles pop wherever they can.



PUBLICITY

What do we do?

The publicity department helps increase the visibility of an author, illustrator and/or book to key audiences such as bookshops, librarians, teachers and the public. Publicists coordinate events and book tours, reviews and press including online, radio and TV interviews with the author. Publicity teams work with marketing on book campaigns, but deal more with journalists, producers, reviewers, and book tours and events. This includes pitching author interviews, extracts, story ideas and reviews to journalists across newspapers, magazines, online platforms, podcasts and broadcast.

In some publishers you will also find communications teams who work on book campaigns, but also take charge of any communications being sent inside and outside the company.

What's the first role?

Your first job would be as a Publicity Coordinator. Duties include:

- helping with general department admin
- drafting copy for media releases, websites and social media
- working on events such as book fairs and launches
- arranging author tours, travel and appearances at literary festivals, and attending events
- creating media releases and catalogues and sending out press material to journalists and influencers.

What do I need to demonstrate in an interview?

Communication skills are very important – you need to be able

to make people feel interested in or excited by a book or author. Thinking creatively can really help make a book stand out and being organised helps campaign ideas become reality. This means writing well-crafted communications that reach the intended audience and engage them, but also having attention to detail, an eye for effective visual communication and design, and an ability to understand people and what makes them tick.

Get to know the market by reading widely. Attend book events – bookshops often run them for free. Showing a good knowledge of the media, such as where books are reviewed and the most influential people, can make you stand out.

Working in the publicity department is an exciting and unique opportunity to connect authors with readers. In my first position with Hachette, I got to support the publicity team with campaigns and administrative tasks, such as writing press releases, creating assets for author events, organising review copies for media and booking travel for authors. In publicity every day is different, meaning as a junior you can grow and diversify your skills!



The primary role of a sales team is to put the right books in the right retailers at the right time. We deal with a very diverse customer base from department stores like Big W to independent bookshops and chain retailers like Dymocks. It's our job to make our book stand out. The sales team negotiates features in catalogues and instore positioning all in the hope of maximising sales. For online retailers such as Amazon and Booktopia, we submit titles to be promoted and come up with offers to help entice their customers. One of the most important aspects of sales is maintaining strong relationships with your customers that are built on trust and respect. Sales teams are involved at a variety of stages during the book's life cycle, including the acquisition stage, where they help publishers to determine whether a book will sell. Later, when a book has been printed, sales teams ensure that copies of the book are delivered to customer. Once the book is in the market and selling, we do forecasting to ensure we print the right amount to meet the demand.

What's the first role?

The first role would be as a Sales Coordinator. In this job, you would:

- create PowerPoint presentations to showcase upcoming titles to booksellers
- manage orders from retailers and ensure timely delivery of stock
- attend retailer meetings
- send advance copies of books to customers
- track sales figures and collate data for market analysis.

What do I need to demonstrate in an interview?

Good communication is essential for working in sales, as is being personable and confident: you'll have to pitch lots of different books to many retailers, so you have to be enthusiastic about all of them and willing to read widely too. Being well read and passionate about books is essential; being aware of trends and which books are selling, would help you to stand out. You also need to show that you're numerate – that you can read sales reports and use them to forecast sales potential. Finally, sales is a very fast-paced environment so you will need to demonstrate your organisational and time-management skills!

If you enjoy getting stuck into a good book, and relish being its champion and getting other people excited about it too, then sales could be for you.

In the Sales Department we get to work on a book from start to finish – it's wonderful to have an overview of our complete list and all the new titles coming. We work closely with every other department to see our books succeed, liaising on design, editorial, and marketing. On a day-to-day basis, I process orders, make presentations, and champion our books with customers.

ERIN GIELIS, NATIONAL ACCOUNTS
AND FIELD SALES COORDINATOR



Rights teams work to sell the rights in a title to third parties. These rights include English language rights (mainly in the UK, US and India), translation rights, film, TV, theatrical, audio, merchandising and various other licenses to adapt our books into different formats. Rights teams get involved early in the acquisition process of a book, often reading to assess overseas sales potential. We work with other publishers and our sister companies in the UK and US to achieve worldwide publication. We also sell translation rights to publishers all around the world, so they can translate our books into their local language.

We attend and pitch our titles at international book fairs. The major book fairs on the Rights calendar are: Frankfurt Book Fair, London Book Fair, the Bologna Children's Book Fair, the China Shanghai International Children's Book Fair, the Beijing International Book Fair and the Hong Kong Book Fair.

What's the first role?

Your first role would be as a Rights Assistant. Duties include:

- organising sales materials, presentations, schedules and travel for book fairs or overseas sales trips
- carrying out general admin for the team including updating submissions, granting permission for extracts, processing contracts, invoices and rights copies
- being the first point of contact for any rights queries.

What do I need to demonstrate in an interview?

Demonstrating your ability to juggle a heavy workload and be

organised will be key – book fairs are the busiest time of year for a rights department and often need organising up to several months in advance.

Knowledge of book markets globally can make you stand out – do your research and be confident in demonstrating your knowledge of books and publishers from around the world.

You will also need to be keenly aware of cultural differences — people in different countries react differently to things, and what may seem unusual to you may be polite in their culture, and vice versa.

The most wonderful part about my role as a Rights Assistant is my daily interaction with the international publishing market.

I provide support to the team as they broker deals with publishers from across the world and field rights interest in everyone from film producers to literary subagents in Madrid, Beijing and Istanbul.

Managing many tasks at the same time is key in this role, particularly around Book Fair time. Rights is an exciting and essential department, bringing local titles to the world stage.



The contracts team produces and finalises contracts between the publishing company and authors and agents. Although those in the contracts team aren't necessarily lawyers, we often have legal knowledge and are expert negotiators, ensuring that publishers are getting the best deals for the books they want to publish. The contracts team aims to promote awareness throughout the company of the importance of having well-drafted contracts, and to provide creative solutions to contractual issues. This includes:

- assisting publishers with making offers to acquire books
- drafting and negotiating contracts across the company, and dealing directly with authors, agents, overseas publishers, production companies, broadcasting companies, newspapers and magazines
- providing contracts training to the company and creating templates for teams to use during negotiations.

What's the first role?

The first role would be as a Contracts Assistant. In this job, you would assist the managers and be involved in ensuring that all aspects of the contracts process run smoothly, working closely with colleagues across the business from publishers to those in rights and royalties.

Responsibilities include:

- drafting and checking simple contract paperwork
- providing general
 administrative support,
 including updating databases
 and processing finalised
 contracts (operating our
 electronic signature account,
 filing finished contracts
 digitally and physically)

 dealing with queries from publishers and other departments, authors and agents.

What do I need to demonstrate in an interview?

You must be well organised, have solid administrative and written communication skills. Having a meticulous eye for detail and being able to meet tight deadlines and manage a varied workload are essential. Strong computer skills are a must. Some office-based experience and knowledge of copyright would be an advantage but are not compulsory.

I am an assistant for both the Rights and Contracts departments.

My role as a Contracts Assistant has been invaluable in gaining a dynamic and detailed understanding of the publishing industry. Every aspect of the publishing process is set out in an author's contract, and as a Contracts Assistant you will navigate the relationships between authors, agents and publishers with a fine-tooth comb. Logical thinking, creative problem-solving and an interest in the law will serve you well in this role.

SHARON MO, CONTRACTS ASSISTANT



PRODUCT

What do we do?

Product is a fantastic combination of the analytical and the creative. Firstly, we act as local curators and publishers for titles acquired by our international offices. This involves championing international titles in-house, engagingly pitching their potential to the Sales, Marketing and Publicity teams and ensuring all title information is up-to-theminute accurate and appropriate to our market.

We are also stock managers, ensuring that we have ordered the right number of books to meet demand be it through freighting or printing books locally.

What's the first role?

The first role would be as a Product Coordinator. In this job you would:

- create the monthly order form listing all titles available to buy that month
- generate the electronic sales kit our account managers use to sell titles to booksellers
- prepare compelling presentations for interdepartment meetings
- maintain the accuracy of our title databases.

What do I need to demonstrate in an interview?

Working in product is all about attention to detail and thinking

laterally. You will not only be expected to maintain accurate data for thousands of titles but to also think creatively about how we can best communicate about our titles. You need to be extremely organised and work well under pressure to meet deadlines.

Having excellent communication skills is essential – you will not only be discussing titles with the team in the office, you'll also be liaising with our international counterparts. And of course, you must have a passion for books and read widely. Product helps set the priorities for our market so it's essential we read as deeply as possible to ensure we never miss a gem!

Working in Product is always exciting and no two days are ever the same. Our team is the first in the company to know about new titles, sometimes years in advance. By reading new titles I help establish with Sales, Marketing and Publicity what will be our priorities. I also contribute to creating our order forms and sales kits as well as managing promotional calendars, templates and sales support documents.

TRENT GODWIN, SENIOR PRODUCT EXECUTIVE



FINANCE

What do we do?

Publishing is all about getting great books into the hands of readers, but it is also a business, and a business can't be successful without good finance. Finance teams are experts in budgeting, forecasting, analytics and planning, and also at making sure the company spends its money as a business responsibly and carefully, so that it stays profitable and is able to continue publishing great books. As members of the finance team we also forecast how much money a book will make and analyse the risk of publishing a book before the publisher chooses to acquire it, so we are crucial to the whole process.

As well as forecasting and analytics, finance teams also report on the company's past performance, providing financial reports to the company's management so they know how it is doing.

What's the first role?

Your first job in finance could be as a Commercial Assistant or a Trainee Accountant. Our finance teams enable their members to train as accountants on the job, giving them the skills and education to be on top of the finances of all our publishing. In an entry-level role you could be assisting with:

- forecasting and budgeting
- analysing inventory, sales and customers
- processing invoices and allocating costs
- analysing and reporting on every type of income or expense of the company

 measuring how the company is performing on a monthly basis.

What do I need to demonstrate in an interview?

It goes without saying that you need to be numerate to work in finance. You'll need to demonstrate that you're great with numbers, and that you'll be able to work with spreadsheets and be comfortable with complex analysis of costs.

It's also helpful to have great attention to detail, and to have a good head for publishing as a business.

While working at Hachette I'm undertaking my Bachelor in Finance and Economics, which has been possible due to the tremendous support from my team. I've had the opportunity to learn, experience and acquire invaluable knowledge of Commercial Finance and the company as a whole. Of course the perks include an abundance of reading material and opportunities to meet the authors in social events.

SHAIMA ZAMAN, INVENTORY ANALYST



ADMINISTRATION

What do we do?

The administration team is a central point of contact for all staff, with the goal of improving the working environment for everyone. We work closely with employees at all levels in the company to assist them, while also managing the day-to-day running of the office. Executive support, coordinating travel and accommodation arrangements, events planning, organising catering, managing meeting rooms, incoming and outgoing mail and handling general enquiries are just some of the ways the administration team helps to make the office run smoothly. Administration team members are creative problem solvers who have a positive attitude and can jump right into new challenges with confidence. We are flexible and enthusiastically work with all departments of the company to get the best outcomes for everyone.

What's the first role?

Your first role in office administration would usually be as a Receptionist or an Office Administration Assistant.

These roles involve tasks like answering the phones and organising couriers and postage for the office. You will also be responsible for helping the office run smoothly by making sure that items everyone uses – like stationery, cleaning supplies and coffee – are ordered and stocked up, and helping set up events both in the office and at venues. You are the face of the company, responsible for greeting people as they arrive at the office and making them feel welcome.

What do I need to demonstrate in an interview?

Multi-tasking is important – you need great organisational skills and the ability to prioritise conflicting demands. You need to be able to adapt and adjust, no matter what task is in front of you. It's important to be calm under pressure and professional at all times because you will be dealing with lots of different people, including authors, couriers, and people calling with general queries. We liaise with all departments and represent the organisation to members of the public, so effective communication skills are vital, both face to face, on the phone and via email.

The thing I love about being in the Administration Team is the unique opportunity you have to work with everyone in the company, as well as authors and the public. I love learning about other people and helping them have a successful day. Our team's skills are so versatile, which means we always take on important and interesting projects. In administration, you also get an insight into how every department works, so it's a great place to learn more about the publishing industry and have a positive impact on the whole company.



П

What do we do?

The IT department exists to make sure that the staff and teams at Hachette have the technology and systems they need to publish great books efficiently. The IT department help others to be the best they can be.

We are small in number but have a great responsibility, which includes solving day to day problems for staff as well as external parties, streamlining processes and implementing improvements to the systems we use, and managing projects, both large and small, across all parts of the technology platform.

What's the first role?

IT roles are quite varied, and there's no single entry-level role. Like any small team, we're generalists and cover a lot of technology, so the first role is likely to help out and learn how to support staff at Hachette.

What do I need to demonstrate in an interview?

Roles in IT require:

- Strong problem solving skills
- An enthusiasm to help others as well as to learn how Hachette publishes such great books

- Organisation and the ability to manage multiple tasks
- The capability to interpret problems or solutions between technical as well as non-technical people
- An awareness of technology and how it can be used.

You'll need to demonstrate that you have the skills for the job, but also that you're passionate about books and can see how and why IT is important to how a publishing company creates books.

For the last 13 years I have assisted staff with their day to day IT requirements. Those requirements might include updating hardware, helping users, fixing issues or finding better ways to reduce staff work processes.

We are a tight team of two that enjoy what we do. I appreciate the variety of technology I have been involved with over the years.

DISTRIBUTION

What do we do?

Publishers wouldn't be able to get their books into the hands of their readers if they didn't have people to physically do that, whether the books are bought in a bookshop or ordered online.



Hachette's warehouse,
Alliance Distribution Service is
in Tuggerah and employs
nearly 100 people. Roles at the
centre include stock managers,
machine operators, IT,
customer services operatives,
and credit controllers.

Just like publishing teams, the distribution teams need a wide range of skills and a broad range of people, so you could have a rewarding career helping to get books to readers by working in distribution.

The diversity of my role creates a sense of challenge, accomplishment and enjoyment. From the simpler tasks such as pricing and availability enquiries to ensuring stock is delivered to authors, events and customers efficiently are just a couple of examples. I get to interact with customers daily via phone calls and emails with many different outcomes. The more complex scenarios always provide a feeling of achievement when we are able to rectify it and build a rapport with the customer.

HARMONY BAILEY, CUSTOMER SERVICE

LOOKING TO GET INTO PUBLISHING?

Jobs in publishing are usually advertised on the publisher's website or in industry newsletters. Some places to look include:

Hachette Australia

www.hachette.com.au/careers/

Books+Publishing www.booksandpublishing.com.au

Australian Publishers Association www.publishers.asn.au/joblistings

Alternatively, you can gain great experience working at literary festivals, arts organisations, bookshops or libraries:

Australian Library and Information Association

www.alia.org.au/jobs

Emerging Writers' Festival emergingwritersfestival.org.au

Express Media expressmedia.org.au

Notes

Credits

Several of our colleagues in departments across Hachette contributed to this booklet, and we'd like to thank them all.

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