



DEFINING SUCCESS: TAKE IT SERIOUSLY

In the third and final part of this series on career success, GREG BELL asks if we can stand out and be considered successful if we just clock on and off?

Many people are content to complete their assigned tasks, leave on time and have their pay deposited. But in a competitive job market, surrounded by talented and hard-working colleagues, how important is it to put that extra effort in to achieve team goals, to ensure project success and to gain job satisfaction?



Margarita Moreno is the Manager, Document Supply Service at the National Library of Australia, where she has worked since 1999. Margarita has extensive experience in the area of interlibrary loans, document supply and resource sharing. She has participated in a number of projects including the review of workflows for interlibrary loans; document supply and photographic requests at the National Library; streamlining processes and eliminating inefficiencies across formats; the Interlibrary Loans Benchmarking Study; and the development of the Interlibrary Resource Sharing Code. Margarita served on the IFLA Document Delivery and Resource Sharing Standing Committee between 2005–2013, and is the current Chair of the ALIA Interlibrary Lending Advisory Committee.

Margarita Moreno is considered an expert both nationally and internationally when it comes to resource sharing, interlibrary loans and document supply. She has developed her expertise through decades of experience across several roles, including long terms with the Australian Bibliographic Network and National Library of Australia. She notes that 'each position has helped me build my skills and knowledge and provided a foundation for further development.'

Not only very active in her work roles, Margarita has also been heavily involved in national and international committee work that she finds rewarding, as well as publishing a number of articles on resource sharing. This

'EACH POSITION HAS HELPED ME BUILD MY SKILLS AND KNOWLEDGE AND PROVIDED A FOUNDATION FOR FURTHER DEVELOPMENT.'

is an approach that she strongly believes in: 'To make an impact you need to participate. So within your organisation, take a chance in doing something different, put yourself forward for projects or committees and be prepared to keep trying.' Margarita goes on to explain that a lot more than just hard work and determination goes into achieving your goals, that it takes 'putting in the hours at work, thinking outside the box, good communication skills, willingness to take on difficult tasks, being humble, having strong beliefs, a willingness to compromise, considering the long play not just the short term gains, and focusing on providing great customer service.'



Michael Piggott has worked with distinction in just about every archival institution of note in Australia. Upon his retirement as University Archivist and Manager, Cultural Collections Group at the University of Melbourne (1998–2008), he had spent just shy of a decade at the National Library of Australia (1972–1978), the Australian War Memorial (1978–1988), and the National Archives of Australia (1988–1998); and had become a giant of Australian archives. A founding member of the Australian Society of Archivists, Michael received the President's Award in 2013, the Distinguished Achievement Award in 1997, and has won the Society's Mander Jones Award on four occasions. Covering Michael's full list of achievements is beyond the scope of an article this size, but resulted in him being made a Member (AM) of the Order of Australia in 2017 for his significant service to the community as an archivist with national and international educational and cultural institutions, and as an author.

Inspired by a radio talk given by Sir Harold White and the urge to strike out on his own, in 1970 Michael Piggott completed his Monash University studies and headed to

the National Library of Australia (NLA) in Canberra. Michael had a sense of joining a profession and starting a career; one that differed from his family of teachers, and required him to turn down a secondary teaching scholarship.

During the Graduate Diploma in Library Studies at the Canberra College of Advanced Education that was a requirement of his NLA employment, Michael's path was given a nudge by Bob Sharman, then Australian National University Archivist who taught the elective unit Archives and Manuscripts. By his second area rotation at the NLA, Michael was working under Graeme Powell in the Manuscripts section and it's safe to assume his career path was cemented by these influences.

Throughout his subsequent career, Michael has stood out in his scholarly approach to understanding the larger context of the information profession, and commitment to leaving an institution in a better state than he found it. He believes that 'hard work and determination tend to breed their own success', and that 'it is impossible to understate the importance of passion and dedication, especially if it extends beyond one's immediate employer and tasks. Budgets and staffing levels should never be seen as totally debilitating constraints. They do not and should not stop bold imagination and policy courage.'

Michael's advice for information professionals aiming to make an impact is to 'develop an awareness that, regardless of the particular role one is currently performing and the current employer, one should contribute if one possibly can above and beyond that. Develop a clear idea of what the profession is, what your focus should be, and take it seriously.'

While Michael believes that you could distinguish yourself without having to push to achieve, 'in a public archives/library reference information role, one can be very efficient and helpful, and be acknowledged by peers, the public and one's supervisors. But a committed professional hopefully does all this, and is a member of a working party to revise protocols, or leads a user group.'

A proactive attitude has been a common theme that has defined success in the careers of all six of the interviewees for this series. We have seen throughout that the overriding factors for achieving success have been the willingness to chase opportunities, and fully embrace challenges. Those profiled have all achieved success through a dedicated and determined approach, coupled with a desire to contribute positively to their workplace, profession and community. 🌟

GREG BELL

Communications Coordinator, ALIA
greg.bell@alia.org.au