

Data, Quality and Impact: How HEAL-Link's MODIPAV supports Greek Academic Libraries

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1999

Founding and Objectives of MODIPAV

Objectives

- 1 Systematic collection and analysis of data
- 2 Monitoring and evaluating quality
- 3 Documentation and transparency
- 4 Use of technology and dissemination of information
- 5 Strengthening reliability and accessibility

2010

Upgrade and Renaming to MODIPAV – Quality Assurance Unit for Academic Libraries

ROLE

Advisor for implementing Quality and Business Intelligence standards.

APPROACH

- Integrating and building a Central Business Intelligence Infrastructure for:
 - a) collecting, processing and analysing data
 - b) supporting decision-making
 - c) evaluation through performance indicators

DELIVERY

Delivered under the project “Advanced Central Open-Access Digital Library Services (HEAL-Link)” – Digital Convergence Operational Programme, ESPA 2007–2013 (Public Tender No. 33/2012).

Central Business Intelligence Infrastructure – MODIPAV's 5 Subsystems

Data Entry & Control Subsystem

- Online surveys
- Dynamic questionnaire editing
- Statistical analysis of data

Updating Operational Characteristics

- Recording library characteristics
- Web-based tool, open-source
- Real-time updates and monitoring

BI & Web Portal

- Access to sections, indicators and methodologies
- Content management (CMS)
- Certified, role-based user access

Library Evaluation Subsystem (Common Assessment Framework)

- Data collection through e-questionnaires
- Builds understanding of quality principles
- No operational cost – has educational value

Data Analysis & Processing Subsystem (Business Intelligence)

- Consolidates data from all subsystems
- Produces reports, statistics and analyses
- Documents decisions and supports drawing conclusions

Benefits

1

Collecting and managing data

2

Evaluating and monitoring indicators

3

Strengthening quality and transparency in Academic Libraries



MODIPAV Actions – Collecting and Recording Statistical Data

Annual Statistical Reports

- Design e-questionnaire
- Ongoing support
- Analysis with BI
- Statistical Report

New e-Questionnaire 2025

- 81 questions
- 118 sub-questions
- ISO 2789:2013 (statistics)
- ISO 11620:2014 (performance indicators)



... migration to an open-source BI software

Questionnaire Guide

- Standardisation of questions
- Interpretation of questions

Briefing Meetings

- Data homogeneity issues
- Data consistency
- Institutional particularities

2025

Upgrading the BI Infrastructure – New Software Platforms

The unit's original BI software changed ownership in 2016 (renamed Knowage); its remaining community edition offered limited support and a dated interface, making a move to new software necessary.

Metabase

- User-friendly, quick to learn
- Already running in full production use

Apache Superset

- More complex, with greater capabilities
- Staff training currently under way

Both open-source tools were chosen together to combine their strengths and ensure continued development and support.

- Implementation: three linked Docker containers – one per BI tool plus a shared database – soon to move to a server.
- Data migration from 2010 onward is complete; connecting historical data from 1999–2010 and its dashboard visualisation is still in progress.



... find more at the upcoming 32nd PALC (November 9-11, 2026)



MODIPAV Actions – Evaluation and User Satisfaction

User Satisfaction e-Surveys

- Create the e-questionnaire
- Adapt it to the library's needs
- Run it during the institution's chosen period
- Analyse and present the results

Training-Seminar Evaluation

- Create the e-questionnaire
- Adapt it to the library's needs
- Run and assess the seminar
- Report



MODIPAV Actions – Scientific Work

01 Surveys

- Survey on the average cost of books, 2011–
- Survey on infrastructure and services for people with special needs in Greek academic libraries, 2018

02 Guides

- Artificial Intelligence in Libraries, 2024
- Guide to drafting an Organisational Chart for Academic Libraries, 2023
- Guide to Implementing Inclusion in Libraries, 2022

03 Studies

- MODIPAV Assessment e-Questionnaire, 2023
- Case studies applying SDG Indicators, 2023
- University Ranking Methodologies, 2021

04 Publications

- 31st PSAV Conference: MODIPAV's User Satisfaction Survey – a comparative data analysis using artificial intelligence, 2025



MODIPAV – Prospects and Future Goals

1

Partnerships and collaborations

2

Renewing materials and tools

3

Strengthening data analysis

4

Accessibility

Special thanks to MODIPAV team members...

*Dr Vassilis Polyhronopoulos
Panagiotis Charkitis, MSc*

Thank You

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