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| Heuristic Evaluation | | |
|  | Current System | New System |
| Visibility of System Status | Current system is very confusing. Upon surveying, we found that user usually gets confused when they see the homepage of our current library system. | New system showed positive result, as users found new system every easy to use. System clearly indicated what’s the current status by highlighting the button on menu bar. |
| Match between the system and real world. | System takes user to home base of the webapp first, then ask them to login, which is very illogical. | New system follows real-world conventions. If you are supposed to walk in a library, you are required to tap your ID first, then enter. Same method is implemented, where it is mandatory to login first then browse the app. |
| Use control and freedom |  |  |
| Consistency and Standards | it is common understanding that once pressed on logo of any app, it takes you back to home page of the system. However, current system doesn’t do that. This break the external consistency.  Furthermore, two different dropdown design are used on website, this break the internal consistency. | New system has resolved this issue and will void adding anything to user cognitive load.  New system also uses shade of colour to highlight actionable elements, i.e. current page they are on. |
| Error Prevention | Overdue; System automatically renews the books that users have borrowed up to 3/4 months. This could cover into error in future, as user might forget to return the book over ¾ month duration and will end up with overdue fee charges. | To prevent this error; system will give out notification to user and ask them to manually renew it or return the book. By adding this way, user will get a reminder of what the status of the book they borrowed. |
| Recognition and Recall | We found from survey that method of searching book in current system is very confusing, User are provided with 5 search option/buttons. This requires user to recall before deciding which method to use for searching a book. | New system has brought down the search option to 3. However, all are named properly so user can quickly recognise the method they want to use. |
| Flexibility and Efficiency of use. |  |  |
| Aesthetic and Minimalist Design | **Twitter bar:**  Current system provides twitter bar on app. Yes, it adds to the aesthetics but not many users take the full advantage of it. It also diverts user mind from the core principle of the app. | Something opposite ?? |
| Help users recognize, Diagnose and recover from errors |  |  |
| Help and Documentation | Current system doesn’t provide any help with locating books apart from telling the shelf name/number and area the book is in, i.e. Computer Science, Law, etc. | New system provides user with map of library and calculates the route from current location to book’s location. Locating book will be easy as we are providing visual prominent steps (map) for user to follow, rather than reading the documentation. |