

# Heuristic Evaluation Report

This report represents the results of a heuristic evaluation conducted on the library management system prototype.

No	Heuristic	Description of the issue	Screenshot	Severity	Suggested Improvement
1	H1-1: Simple & natural dialog				
2	H1-2: Speak the users' language	Error text in private not changing language	Screenshot_1	2	Add translations for error page
3	H1-3: Minimize users' memory load				
4	H1-4: Consistency	Private tab name is inconsistent Differences in button styles, some labels and color differences	Screenshot_2, Screenshot_3, Screenshot_4, Screenshot_5, Screenshot_6	1	Change private tab name to something more intuitive Add consistency, use proper design system
5	H1-5: Feedback	No loading visual indicator		4	Add loading indicators to all pages.
6	H1-6: Clearly marked exits	No undo function		5	Add undo function
7	H1-7: Shortcuts				
8	H1-8: Precise & constructive error messages	Error message has two different lines	Screenshot_7	1	Use one error message at a time
9	H1-9: Prevent errors				
10	H1-10: Help and documentation	User does not know how long their book reservation is		2	Change book reservation message to say the base amount of reservation time

Screenshot\_1



Screenshot\_2

My Books							
Title	Author	Borrowed	Due	Returned	Status	Extend	Return
The Great Gatsby	F. Scott Fitzgerald	10/28/2025	11/4/2025	-	overdue	Extend	Return
The Great Gatsby	F. Scott Fitzgerald	10/21/2025	10/28/2025	-	overdue	Extend	Return
The Catcher in the Rye	J.D. Salinger	10/20/2025	10/25/2025	10/20/2025	returned		
The Great Gatsby	F. Scott Fitzgerald	10/19/2025	11/2/2025	10/19/2025	returned		
The Catcher in the Rye	J.D. Salinger	10/13/2025	10/18/2025	10/13/2025	returned		
The Catcher in the Rye	J.D. Salinger	10/11/2025	10/16/2025	10/11/2025	returned		

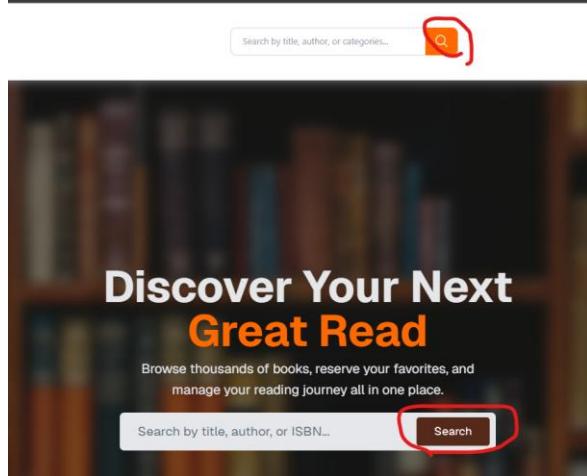
Screenshot\_3

Sarah Overdue penalty.user@library.com	The Great Gatsby by F. Scott Fitzgerald	11/4/2025	Extend	Return
Mike Penalties multiple.penalties@library.com	Educated by Tara Westover	11/5/2025	Extended	Return
Bob Penalty another.penalty@library.com	Clean Code by Robert C. Martin	11/7/2025	Extend	Return

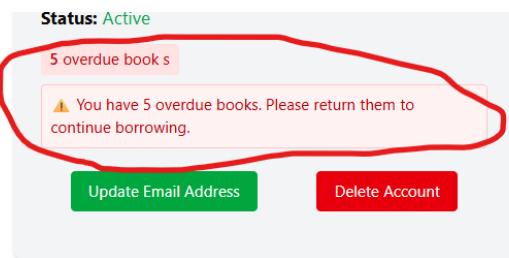
Screenshot\_4

User	Book	Due Date	Days Overdue	Actions
Sarah Overdue penalty.user@library.com	The Great Gatsby by F. Scott Fitzgerald	10/28/2025	30 days	Mark as Returned
Bob Penalty another.penalty@library.com	Clean Code by Robert C. Martin	10/29/2025	29 days	Mark as Returned

Screenshot\_5



Screenshot\_6



## My Books

Author	Borrowed	Due	Returned	Status
George Orwell	11/6/2025	11/20/2025	-	overdue

Screenshot\_7

A screenshot of a sign-in form. The title "Sign In" is at the top in orange. Below it, a placeholder text "Enter your details to sign in to your account" is shown. There are two input fields: "Email" and "Password". The "Email" field contains "name@example.com" and has validation errors: "Please enter your email address" and "Please enter a valid email address". The "Password" field has a validation error: "Password must be at least 6 characters". Below the password field is a "Sign In" button. At the bottom of the form, a link says "Don't have an account? [Sign Up](#)".

## Conclusion and Recommendations

The system demonstrates strong usability foundations, particularly in visual feedback, language clarity, and minimalist design. However, several issues must be addressed to ensure user trust, accessibility, and efficiency:

- Add **loading indicators** to all pages.
- Implement **undo or confirmation mechanisms** for critical actions.
- Standardize button styles, colour usage, and labels; rename private tab to something intuitive.
- Provide translation for error pages to support multilingual users.
- Ensure error messages display only one line at a time.
- Clarify reservation duration in user messages.

By resolving these issues, the system will achieve higher usability, reduce user frustration, and align more closely with established design heuristics.