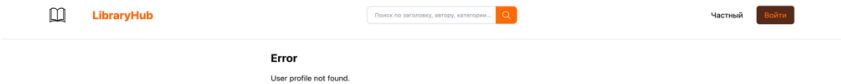


Heuristic Evaluation Report

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 | | 1 | Change private tab name to something more intuitive |
| | | Differences in button styles, some labels and color differences | Screenshot_2, Screenshot_3, Screenshot_4, Screenshot_5, Screenshot_6 | 1 | Add consistency, use proper desing 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 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 | | |

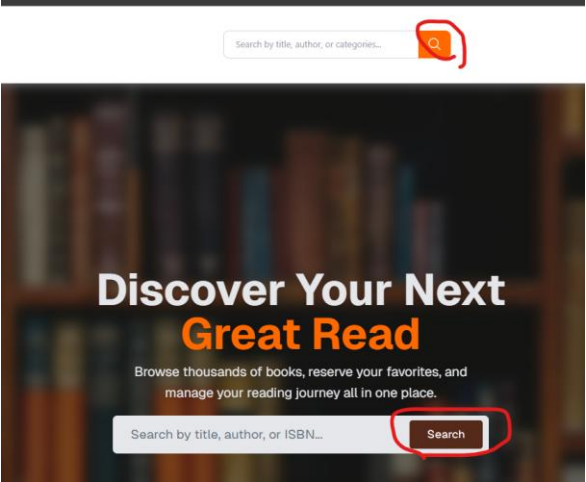
Screenshot_3

| | | | | |
|--|---|-----------|----------|--------|
| Sarah Overdue penalty.user@library.com | The Great Gatsby F. Scott Fitzgerald | 11/4/2025 | Extend | Return |
| Mike Penalties multiple.penalties@library.com | Educated Tara Westover | 11/5/2025 | Extended | Return |
| Bob Penalty another.penalty@library.com | Clean Code 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 | 10/28/2025 | 29 days | Mark as Returned |

Screenshot_5



Screenshot_6

Status: Active

5 overdue book s

⚠ You have 5 overdue books. Please return them to continue borrowing.

Update Email Address Delete Account

My Books

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

Screenshot_7

Sign In

Enter your details to sign in to your account

Email

Please enter your email address

Please enter a valid email address

Password

Password must be at least 6 characters

Sign In

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.