

## Heuristics for Public-Facing Web Interfaces\*

1. Does this interface match regular life for our users? Can they understand it if they've never used the library before? Is everything in a logical order, with language they understand?
2. Is this consistent? Is the same language or visual cue used to mean the same thing all throughout the interface? Do our language choices and visuals follow convention (ie what popular websites do)?
3. Have we followed all accessibility guidelines to ensure no user is left behind? Is the colour contrast, font sizing, alt text, and responsiveness of the layout adequate? Can you navigate entirely using just a keyboard, just a mouse, or screen readers?
4. Are our most popular and important tasks or usage goals the most prominent and easily available user workflows? Prevent users having to hunt for these.
5. Have we done enough work to prevent errors? Where could you see a user making a mistake while using the interface? Is there a way for them to fix the problem or know where to go to begin again if they make that mistake?
6. Does this interface contain information that is irrelevant, rarely needed, or redundant? Eliminate any extra information where possible – each additional option or bit of information reduces the usability and visibility of the rest of the information visible in the interface.
7. Do we have enough help materials? Users should be able to locate help materials for this interface fairly quickly if they need them. Additionally, any help materials should be brief (bulleted/numbered lists if possible for text, under 3 minutes for video), focus entirely on the user's goal, and have concrete steps concisely explained.
8. Does the interface minimize how much a user needs remember from page to page? Forcing a user to take in new information while remembering previous page information in detail can cause an increase in user frustration and errors.
9. Are errors easy to understand? Do any error messages avoid jargon and suggest solutions to the user?
10. Is the interface design responsive? Test the interface using multiple browsers and multiple screen sizes and mobile devices. Can you still navigate properly?

\*Adapted and expanded from the Nielsen Norman Group article 10 Usability Heuristics for User Interface Design: <https://www.nngroup.com/articles/ten-usability-heuristics/>