Cultural Website Quality Principles

A quality cultural website celebrates European cultural diversity by providing access for all to digital cultural content.

A quality website must:

- be transparent, clearly stating the identity and purpose of the website, as well as the organisation responsible for its management
- select, digitise, author, present and validate content to create an effective website for users
- implement quality of service policy guidelines to ensure that the website is maintained and updated at an appropriate level
- be accessible to all users, irrespective of the technology they use or their disabilities, including navigation, content, and interactive elements
- be user-centred, taking into account the needs of users, ensuring relevance and ease of use through responding to evaluation and feedback
- be responsive, enabling users to contact the site and receive an appropriate reply. Where appropriate, encourage questions, information sharing and discussions with and between users.
- be aware of the importance of multi-linguality by providing a minimum level of access in more than one language
- be committed to being interoperable within cultural networks to enable users to easily locate the content and services that meet their needs
- be managed to respect legal issues such as IPR and privacy and clearly state the terms and conditions on which the website and its contents may be used
- adopt strategies and standards to ensure that the website and its content can be preserved for the long-term

transparent • effective • maintained • accessible • user-centred
responsive • multi-lingual • interoperable • managed • preserved