Assessment activity: The library completed an assessment of the usage, student satisfaction and penetration rate of the reserve textbook program in fall 2015 semester. Those results are reported here and confirm that the program is important to students, is heavily used and serves a high percentage of first year courses. The quick survey was distributed to random students who used the service at the three libraries. The survey used the ultimate question method popularized by Fred Riechhelds and used by companies to identify customer advocates. The ultimate question is used to get a measure of customer loyalty and satisfaction.

Mission/Vision alignment: This project measured the satisfaction rate, usage and coverage or penetration rate of the library’s textbook reserve program. This program aims to provide access for students to textbooks in 100 survey courses. It supports student success and retention goals of the College.

Participants: Circulation staff at 3 campus libraries handed out short surveys. Adjunct librarian tabulated results, Director analyzed reserve holdings and reported data and outcomes.

Where was evidence gathered? Surveys were delivered in person to students after checking in a reserve textbook. All libraries contributed similar numbers of survey responses.

Time period: Data was collected during first three weeks of the Fall 2015 semester in August and September.

Assessment method/ measurement tools: The survey question was altered from the “ultimate Question” work from Fred Riechhelds in order to apply to our service. It was “How likely is it that you will recommend this library service to a fellow student?”. This ultimate question approach should measure customer loyalty and satisfaction with the service and provides a baseline measure if the library chooses to use this approach in the future. A ‘10’ equates to highly likely while a ‘0’ equates to unlikely in this survey. 209 surveys out of the 218 ranked the library as a ‘9’ or a ‘10’ for 95.87 percent. Ideally the library would have all students rank the library’s program as a 10, but that result isn’t practical given individual differences in overall school satisfaction, high expectations of some students and individuals likelihood to not rate any service as a ‘10’. The mean rating overall was 9.79 which is very high and shows the value and user satisfaction with this service. Overall, 83% of users ranked the service as a ‘10”. It was given out randomly to students using the reserve textbook service at each campus library. To determine the coverage for 100 level courses, we examined the library’s reserve holdings compared to currently listed textbooks for all sections of the top 10 enrolled 100 level courses. If two campus libraries held the required textbook on reserve, then it was considered coverage. Only one of the courses, Anthropology 101 was not covered by library holdings. The library has 90% coverage for the most common 100 level courses and has many other texts in the reserves collections. That is a high rate of coverage and supports first semester students extremely well. The library also recorded checkout of the textbooks (2,521) via our Millennium circulation system during the same time period.
**Assessment results:** This assessment included three elements, measure of user loyalty/satisfaction, overall usage and coverage rate for the selected 100 level courses. In each case, the results were positive and indicated the value of this textbook program for our students. Further research could include a repeat of this project in another term to determine if program is still valuable and used. Interviews with students who use the system could also provide actionable feedback for the library. The results show that keeping the reserve collection up to date is important should be a priority for circulation staff and for our collections budget.

**Disseminating results:** Results were shared with the Library Advisory Council, AVP of Student Success and to the ASCSN officers via email. The report will be linked from the library’s website assessment plan. Results show that this is a popular and successful service and that our textbook reserves coverage of 100 level survey courses is high.