

March 15, 2018

Shannon Navarro  
Regional Director of Sales  
WT Cox Information Services  
201 Village Road  
Shallotte, NC 28470

Dear Shannon,

I asked my staff for their thoughts about working with WT Cox, and I thought that this comment from my serials tech summed up our general feelings quite well. As she said, "Customer service can be a make or break category in regards to your decision to pursue a relationship with a company or organization. At W T Cox Information Services, your queries, concerns, and comments are always treated with utmost importance and respect. You can expect their service to be reliable and cordial at all times."

Please feel free to share these remarks in any way you wish.

Sincerely,



Rebecca Donlan  
Associate Director for Collection Management  
Florida Gulf Coast University Library Services  
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