



Phone: (918) 683-2846  
Fax: (918) 683-0436

Gloria J. Farmer  
Eastern OK District Library System  
14 E. Shawnee Street  
Muskogee, OK 74403

June 14, 2019

To Whom It May Concern:

I have been in charge of the Technical Services department for a large library system for many years. When I took over the position our magazine subscriptions were with another vendor. I kept that vendor for many years out of loyalty to that company and its representatives. I probably stayed too long with them for that reason. I am a huge believer in quality customer service and when that was no longer apparent I decided it was finally time to make a change.

I had known Mike Perrine with W.T. Cox for many years and he had always told me when you're ready to make a change just let me know. Over the years Mike had become a friend, who while not being pushy, had always let me know that W.T. Cox would love to have our business. Aside from being loyal I was also afraid of all the work involved in changing my 15 libraries. When that day came and I made the switch I could not have imagined how smoothly it went. W.T. Cox did all the work and made the conversion so seamless, I couldn't believe that I didn't do it sooner.

Since we switched to W.T. Cox Information Services nearly five years ago, I can honestly say that they put customer service first. The attention given to their customers is demonstrated throughout the entire company. My branches love how easy everything is and as for me renewals have never gone so effortlessly.

If you are looking for a company who has an easy, user-friendly website and most importantly one that actually values you as a customer, I highly recommend W.T. Cox.

Sincerely,

A handwritten signature in black ink that reads "Gloria J. Farmer". The signature is written in a cursive style.

Gloria J. Farmer  
Technical Services Coordinator