



Amy J. Fisher  
Mid-Continent Public Library  
15616 E 24 HWY  
INDEPENDENCE, MO 64050

January 30<sup>th</sup>, 2018

To Whom It May Concern:

W T Cox first approached Mid-Continent Public Library in 2014. Having previously struggled with the customer service provided through other vendors, we were excited by the concept of the customer-focused model this new subscription agency offered. We have not been disappointed!

Our periodicals concerns have been addressed, not only in a timely manner, but always with the highest level of competence. This level of customer service is not limited to our CSR, Summer Adams, but also applies to our sales representative, David Bogard, and Allison Thompson in the Accounting Department.

W T Cox has consistently shown that we, as customers, really matter. Through the W T Cox Advisory Board, MCPL has been given the opportunity to voice concerns and suggest improvements to Coxnet, many of which are then implemented.

We highly recommend this company for systems looking to employ a top-notch subscription agency that is always customer-focused.

Sincerely,

Amy J. Fisher

Information and Reader Services Manager