

MY MACKIN STORY

by SJ Peterson, Teacher Librarian, Redlands, California

I recently had the privilege of opening a new high school, and among the countless dealings I have had with new vendors, one stands out as exceptional.

I came into the Teacher Librarian position at Citrus Valley High School well after the original plans were put in place, and there was every reason to suspect that my stepping into the job might create a very troublesome situation with vendors who were far along in the process of building a library collection. To my surprise and delight, the Mackin collection development team was professional, understanding, willing to consider my ideas, and willing to integrate them into the already existing schema in every case.

My Mackin team did far more than hold my hand throughout the process — they actually allowed me to stay sane. Their input was extremely valuable, and after the first five minutes of conversation, I knew they were completely willing to go back to the table as many times as necessary to assure that I was happy with the outcome.

In my previous position I worked exclusively with Follett; and while they were professional and capable, I never felt like I was any more important to them than any other person with whom they had to deal. I occasionally suggested improvements to Follett; and while they always listened, it never progressed past that point. Not so with the Mackin crew.



What elevates the Mackin experience is that their staff members actually care.

Like all vendors, they offer suggestions; but when it comes to taking my lead, they really shine. I have little doubt that I will be taken seriously and that they will go above and beyond to help me realize whatever library-related goals I set. Whether it's guaranteeing their MackinBound books for life, building a collection from the ground up, or getting thousands of books on the shelves, correctly, the first time, Mackin provides that personal touch that is all too often sorely lacking in the business world today.

I can recommend my sales consultant, Todd [Blackmoore], and his support staff without hesitation or reservation to anyone who is considering making a move to Mackin. It has been our pleasure to work with them, and we look forward to a long and happy relationship.

Prospective clients should feel free to call me with any questions.

Sincerely,

SJ Peterson
Citrus Valley High School
Redlands, CA

