



Contact Method – 510 unique tickets/out of 1485 transactions in January 2026* (*These stats are out of the total transactions, not unique tickets)

No Data	836	56.3%
chatbot	3	0.2%
DLC Recommendation/ILL form	159	10.7%
email	326	22%
in person	1	0.1%
postal mail	31	2.1%
SMS/text	118	7.9%
telephone/voicemail	11	0.7%
