Contact Method – ==502 unique tickets/out of 1472== transactions in February 2026* (*These stats are out of the total transactions, not unique tickets)

No Data	810	55%
chatbot	3	0.2%
DLC Recommendation/ILL form	163	11.1%
email	358	24.3%
postal mail	28	1.9%
SMS/text	94	6.4%
telephone/voicemail	9	0.5 %