



Contact Method – 493 unique tickets/out of 1481 transactions in March 2026* (*These stats are out of the total transactions, not unique tickets)

No Data	892	60.2%
DLC Recommendation/ILL form	153	10.3%
email	285	19.2%
in person	1	0.1%
postal mail	35	2.4%
SMS/text	105	7.1%
telephone/voicemail	10	0.7%
