



Contact Method – 377 unique tickets/out of 1256 transactions in April 2026* (*These stats are out of the total transactions, not unique tickets)

No Data	758	58.2%
chatbot	0	0.0%
DLC Recommendation/ILL form	151	11.6%
email	239	18.4%
postal mail	43	3.3%
SMS/text	104	8%
telephone/voicemail	6	0.5%