



Contact Method – 423 unique tickets/out of 1229 transactions in May 2026* (*These stats are out of the total transactions, not unique tickets)

No Data	671	54.6%
DLC Recommendation/ILL form	181	14.7%
email	242	19.7%
postal mail	40	3.3%
SMS/text	84	6.8%
telephone/voicemail	11	0.9%