



Contact Method – 5564 unique tickets/out of 17204 transactions in FY26* (*These stats are out of the total transactions, not unique tickets)

No Data	10127	58.9%
chatbot	17	0.1%
DLC Recommendation/ILL form	1777	10.3%
email	3376	19.6%
in person	34	0.2%
postal mail	453	2.6%
SMS/text	1282	7.5%
social media	1	0%
telephone/voicemail	137	0.8%
