



**Contact Method – 485 unique tickets/out of 1447 transactions in JUNE 2026\*** (\*These stats are out of the total transactions, not unique tickets)

			Unique tickets
No Data	810	56%	
chatbot	1	0.1%	
DLC Recommendation/ILL form	179	12.4%	
email	280	19.4%	
in person	2	0.1%	
postal mail	43	3%	7
SMS/text	110	7.6%	86
telephone/voicemail	22	1.5%	20