



Contact Method – 459 unique tickets/out of 1428 transactions in JULY 2026/FY27* (*These stats are out of the total transactions, not unique tickets)

			Unique tickets
No Data	850	59.5%	
chatbot	6	0.1%	
DLC Recommendation/ILL form	142	9.9%	
email	265	18.6%	
in person	5	0.4%	
postal mail	41	2.9%	18
SMS/text	105	7.4%	82
social media	1	0.1%	3
telephone/voicemail	17	1.2%	13