



Contact Method – 608 unique tickets/out of 1805 transactions in August 2026/FY27*

(*These stats are out of the total transactions, not unique tickets)

			Unique tickets
No Data	1054	58.4%	
chatbot	3	0.2%	3
DLC Recommendation/ILL form	187	10.4%	150
email	370	20.5%	318
in person	4	0.2%	
postal mail	43	2.4%	18
SMS/text	129	7.1%	117
telephone/voicemail	15	0.8%	15