



Contact Method – 608 unique tickets/out of 1712 transactions in September 2026/FY27*

(*These stats are out of the total transactions, not unique tickets; duplicate Reference Analytics are reflected)

			Unique tickets
No Data	1024	59.8%	
chatbot	3	0.2%	3
DLC Recommendation/ILL form	152	8.9%	115
email	342	20%	283
in person	1	0.1%	
postal mail	28	1.6%	9
SMS/text	139	8.1%	131
telephone/voicemail	23	1.3%	19

