Introduction

This document outlines Compendium Library Service’s privacy policy and patron terms of use for the Desk Tracker Live system.

By submitting requests to Desk Tracker Live via a web form, email, or any other method, or by responding to or updating existing requests, you agree to these Terms.

Compendium Library Services reserves the right to change Terms at any time. An updated copy of the Terms can be accessed at the following URL:


Definitions

Personal Information – Personal Information means information submitted to Desk Tracker Live in any email or name fields of web forms, or the email address fields of email messages processed by Desk Tracker Live.

Note that email addresses, names, or other identifying information submitted in other fields (such as in the body of the request) or in the body of your request may not be treated as Personal Information according to this agreement. For this reason, do not include identifying information in the body of your request.

Collection and Storage of Personal Information

Desk Tracker Live collects and stores Personal Information so that libraries can respond to requests for assistance. Personal Information is also used to create an account that you can use to view your requests and post replies on the Internet.

Compendium Library Services will not provide Personal Information to any other party except as required by law.

Personal Information for children under 13 will be deleted according to the Children’s Online Privacy Protection Act of 1998.
**Collection and Storage of other information**

Information submitted by you, other than Personal Information as defined in this agreement, may be stored indefinitely, edited, and published. The subscribing library will use some requests, with Personal Information removed, in the publication of public information websites.

Compendium Library Services will endeavor to protect Personal Information, but the Internet and computer networks are not inherently secure, and **you are solely responsible for any information that you submit.**

**Appropriate Use**

You agree to use *Desk Tracker Live* responsibly and for the purposes it is intended.

You agree not to submit any data in violation of any applicable law or the copyright or proprietary rights of another party.

You agree not in any way attempt to disrupt or damage any software systems or computer networks.

You agree to not attempt to submit any potentially harmful or disruptive content, including but not limited to viruses, files, and computer code or programs.

Compendium Library Services reserves the right to, at any time, deny access to or remove information submitted by anyone.

**Passwords**

When you submit a request via *Desk Tracker Live*, a *Desk Tracker Live* account will be created automatically, allowing you to view your requests and post replies on the Internet. A user name and password will be delivered by email to the email address you provide in your request. You will be required to change your password the first time you log in.

If there is already an active account for the email address you provide, the request will be available under that account, and no new account will be created.

You agree to keep your *Desk Tracker Live* user name and password secure. Compendium Library Services will not be responsible for any liability related to a violation of this agreement.
**Indemnity**

You agree to hold Compendium Library Services harmless from any liability related to information submitted to *Desk Tracker Live*.

You agree to hold Compendium Library Services harmless from any liability related to its termination of your account, or the removal of information submitted to Desk Tracker Live.

**Disclaimer**

*Desk Tracker Live* is provided "as is." Compendium Library Services makes no representations or warranties, express or implied, with respect to the service, including by way of example and not limitation, the implied warranties of title, merchantability and fitness for a particular purpose.

Compendium Library Services makes no representations or warranties, express or implied, with respect to system interruptions, errors, or downtime, and bears no responsibility for any liability resulting from any system interruptions, errors, or downtime.

Desk Tracker Live is provided to facilitate communication between you and a subscribing library. Compendium Library Services makes no representations or warranties, express or implied, with respect to the accuracy, reliability or completeness of the Desk Tracker Live service, or the accuracy, reliability or completeness of any information provided by email, the internet, or by any other method. You are solely responsible for your use of Desk Tracker Live and any information that you obtain. The entire risk as to the use of the Desk Tracker Live is assumed by you.

Compendium Library Services reserves the right to interrupt access to the Desk Tracker Live at any time to conduct routine and emergency maintenance as needed and therefore Compendium Library Services does not guarantee that you will be able to access or use the service at all times. Due to the inherent nature of the Internet, Compendium Library Services does not guarantee uninterrupted or error-free service.

In no event shall Compendium Library Services be liable to you or any other person or organization, regardless of the cause, for the effectiveness or accuracy of the service or for any special, direct, indirect, incidental or consequential damages arising from or occasioned by your use of or your inability to use Desk Tracker Live.