

# Desk Tracker Live *Patron Terms of Use*



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## **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:

[http://live.desktracker.com/patron\\_terms.pdf](http://live.desktracker.com/patron_terms.pdf)

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

**You agree** to 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.

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