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2. **Definitions**

**Personal Information** – The following elements can sometimes, if not always, uniquely identify a person. Thus, these elements are discarded by OCLC when the transaction is saved in Service History.

- E-mail address, portion before the @ sign.
- Name

3. **OCLC Privacy Statement**

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For its own purposes, the library using this underlying QuestionPoint 24/7 Reference service may ask you to provide your name, e-mail address, ZIP code, telephone number, library card number, and other information. While this data is not required for our service to function, the library may be better able to answer your question and deliver more relevant content if you volunteer complete and accurate information.

Your e-mail address allows the library to answer your question via e-mail. If you chat with a librarian you have the option to remain anonymous. Questions and answers, as well as transcripts, are often maintained by the library so its librarians can get back to you if they find additional information about your question. Your full e-mail address is not used for any other purpose, though the domain (the portion after the @ sign) may be used for demographics analysis.

Any personal information collected is disclosed only to the extent necessary to fulfill your request for information. For example, the library may need to refer your question to a librarian in its network, who will have access to your information in order to answer your question and communicate with you. OCLC does not provide personal information to any party except as required to do so by law.

Your question, the library’s answer, and any demographic information collected may be used to analyze usage, evaluate service effectiveness and provide training material, and to facilitate library research. The E-mail Address and Name fields are specifically designed to collect personal information and are deleted before the transaction is saved or transferred. However, any information you provide in fields other than those, such as your question text, could be retained; therefore we encourage you to provide e-mail address and name, if used at all, ONLY in fields specifically designed for such information.

You understand that while we do our best to protect your personal information, OCLC cannot ensure or warrant the absolute security of any information you transmit through this service. You agree that any information you provide on the web form and the text of your question are your sole responsibility and that
you transmit information through this service at your own risk. Further, you understand how any personal information entered on the form may be used by the library or referral library and agree to that use.

If a user indicates s/he is younger than 13 years of age, the information is deleted from our records in accordance with the Children's Online Privacy Protection Act (15 U.S. Code, 6501 et seq.).

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