

**From:** Arlene Goss  
**To:** [REDACTED]  
**Subject:** RE: Your information request  
**Date:** Thursday, 14 April 2016 08:41:52 a.m.  
**Attachments:**

[image005.png](#)  
[image006.jpg](#)  
[image007.jpg](#)  
[image008.jpg](#)  
[image009.png](#)  
[image010.jpg](#)  
[image011.jpg](#)  
[image012.jpg](#)

---

Dear Karen,

My name is Arlene Goss and I have recently been employed by the council to help respond to official information requests. Kristy Rusher has asked me to reply to you regarding your request for information. I understand from reading the correspondence that you are requesting the following:

- A record of security camera footage from 16 to 19 December.
- A computer log for 19 December when you were using the computers.
- An investigation by library staff of the issues you have raised and an explanation of how many minutes that you overused the computer.
- A copy of all written statements about you as well as the written statements related to the Trespass Notice.

I am able to respond to you as follows.

### **Security Camera footage**

A memory stick with the security camera footage has been posted to your address – [REDACTED] [REDACTED] Dunedin. If you find you are unable to view the footage and require it in a different format please let me know what format you are able to view, and I will make arrangements to provide it in the format you request.

### **Computer Log for 19 December**

The library computers are for public use and users do not require a log-in or password. Therefore it is not possible to identify and log each user, and a log is not kept. It may be possible to view the camera footage to determine the length of time you were using the computer.

This part of your request is refused under section 17(e) of the Local Government Official Information and Meetings Act because the requested document does not exist.

### **Investigation by Library Staff and a Copy of Written Statements**

I can assure you that this matter has been fully investigated by library staff and records related to this investigation have been attached. These records are:

- Correspondence between yourself and Mike Collett, Manager Customer Experience.
- Correspondence with comments added by staff.
- Statements from library staff.

- Dunedin Public Libraries Conditions of Use, including part 11c regarding the issuing of trespass orders.
- Dunedin Public Libraries Trespass Notice Procedures
- A copy of the Trespass Act 1980

Please note the names of individual staff in positions of responsibility below the level of group manager have been redacted under Section 7(2)(f)(ii) of the Local Government Official Information and Meetings Act, to avoid improper pressure and harassment of those staff.

You have the right to seek an investigation and review by the Ombudsman of the decisions outlined in this letter. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

I trust that this email covers everything you have requested and apologise for the delay in responding to your request. If there is any further information you require please get back to me.

Regards  
Arlene Goss

Arlene Goss  
Governance Support Officer  
Dunedin City Council

50 The Octagon, Dunedin; P O Box 5045, Moray Place, Dunedin 9058, New Zealand  
Telephone: 03 477 4000  
Email: [Arlene.Goss@dcc.govt.nz](mailto:Arlene.Goss@dcc.govt.nz)



 Please consider the environment before printing this e-mail

---

**From:** Kristy Rusher  
**Sent:** Tuesday, 12 April 2016 10:25 a.m.  
**To:** Arlene Goss  
**Subject:** FW: Your information request

This is Karen Ma – can you update her please. Thanks, KR

**From:** Yihui Grey [REDACTED]  
**Sent:** Tuesday, 12 April 2016 9:25 a.m.  
**To:** Kristy Rusher  
**Subject:** Re: Your information request

Good Morning Ms Rusher,  
Can you please tell me what is happening to the promised information that you have decided to sent to several weeks ago? I still not received them - what is the practical frame of time for you to supply the information from December 2015 to April 2016?  
Please reply ASAP  
Regards,

Karen

On Mon, Apr 4, 2016 at 9:21 AM, Yihui Grey [REDACTED] wrote:

Hello Kristy,

I still have not received the information. If you do not have posted it out yet, I can pick it up from the Council reception. Please let me know ASAP.

Regards,

Karen

On Wed, Mar 23, 2016 at 11:17 AM, Yihui Grey [REDACTED] wrote:

Hello Kristy,

Thank you very much for your reply, my address is [REDACTED]  
Dunedin.

Regards,

Karen

On Wed, Mar 23, 2016 at 9:02 AM, Kristy Rusher <[Kristy.Rusher@dcc.govt.nz](mailto:Kristy.Rusher@dcc.govt.nz)> wrote:

Hi Karen (Yihui Grey)

We have now complied the information you have requested. Unfortunately, we have been short staffed and have not had an opportunity to provide it to you by mail. Do you have a mailing address for us to send you the video file (which we can provide on a USB stick)?

Thank you for your patience,

Kristy Rusher  
Manager Civic and Legal, Civic  
Dunedin City Council

50 The Octagon, Dunedin; P O Box 5045, Moray Place, Dunedin 9058, New Zealand

Telephone: 03 477 4000; Fax: 03 474 3594

Email: [kristy.rusher@dcc.govt.nz](mailto:kristy.rusher@dcc.govt.nz)



Please consider the environment before printing this e-mail

---

If this message is not intended for you please delete it and notify us immediately; you are warned that any further use, dissemination, distribution or reproduction of this material by you is prohibited.

---