

2 August 2018

Jane Matthews
Jane.matthews@stuff.co.nz

Dear Ms Matthews

Local Government Official Information and Meetings Act 1987 (LGOIMA) request for information on abusive incidents at libraries

I am writing in response to your official information request received 5 July 2018 regarding information on abusive incidents at libraries.

The Dunedin City Council has two book buses, and six libraries.

Please find below the responses to your questions raised.

Date	Location	Incident	Police Called
	Blueskin Bay Library	Customer detained staff seeking assistance, refused to leave	No
25/05/17	Dunedin City Library	Threatening other customers	No
02/06/17	Dunedin City Library	Verbally abusive	No
10/10/17	Dunedin City Library	Two people for harassing a staff member outside on their way home	No
14/07/17	Dunedin City Library	Punching a computer	No
22/11/17	Dunedin City Library	Verbal abuse to staff, physically threatening staff	No
22/11/17	Dunedin City Library	Verbal abuse to staff, spitting outside	No
11/12/17	Dunedin City Library	Six people involved, verbal abuse of staff, physically threatening to staff, refusing to leave, attempted damage to property.	Yes
17/06/17	Dunedin City Library	Aggressive behaviour between two patrons	No
14/10/17	Dunedin City Library	Customer unhappy about refund for event, verbally aggressive	No
12/17	Dunedin City Library	Verbal abuse and hand gestures to staff by teens	No

13/12/17	Dunedin City Library	Verbal abuse to staff	No
12/01/18	Dunedin City Library	Verbal abuse to staff	No
09/02/18	Dunedin City Library	Customer became loud and aggressive when asked to keep his volume down on a cell phone call	No
13/03/18	Dunedin City Library	Customer missed their computer booking time and became aggressive with staff	No
14/03/18	Dunedin City Library	Abuse of staff	No
16/03/18	Dunedin City Library	Abuse of staff	No
17/05/18	Dunedin City Library	Customer unhappy about wait time after supervisor attended another accident, verbally berated supervisor for extended period	No
18/06/18	Dunedin City Library	Drinking, aggressive to staff	No
27/06/18	Dunedin City Library	Damage to property, broken computer	No
03/07/18	Dunedin City Library	Man insulting security staff and being physically intimidating	No
07/17	Dunedin City Library	Customer irate and aggressive when asked not to bring coffee into reading room	No
07/17	Dunedin City Library	Posters on Floor 3 public noticeboard slashed	No
09/01/17	Mosgiel Library	Teenagers abusive language	No
11/01/17	Mosgiel Library	Rowdy teenagers outside library, scooter antics in library foyer.	Yes
19/01/17	Mosgiel Library	Loud, disruptive behaviour by teenagers	No
29/03/17	Mosgiel Library	Youths drinking alcohol outside library.	Yes
19/04/17	Mosgiel Library	Rowdy, disruptive teenagers blocking entrance to library with scooters, intimidating behaviour to customers entering/exiting library	No
09/05/17	Mosgiel Library	Loud, abusive behaviour by teenager drinking, threatening behaviour towards staff	No

Note is made that trespass notices were served in respect of seven incidents.

Yours sincerely



Rebecca Murray
Governance Support Officer