

Incident Summary Register

ID No	Incident Date	Event Type	Reporting Line	Site	Incident Title	Incident Details	Person Responsible	Incident Status	Risk Category
21094	29 Aug 17	Near Miss	Auckland Council: Operations: Libraries and Information: Community Libraries (South/East): Library Operations 1	Libraries & Information: Cluster 1: Mangere Town Centre Library	Staff member accidentally pushed panic alarm button.	Casual library staff member (S7(2)(a) Privacy) accidentally hit the panic button. Armour guard Officers turned up in the Library in response to the alarm..	S7(2)(a) Privacy	Closed	Psychosocial
20726	03 Aug 17	Near Miss	Auckland Council: Operations: Libraries and Information: Community Libraries (South/East)	Libraries & Information: Cluster 1: Mangere Town Centre Library	Piece of glass left on mat which could cause an injury	Preschool teacher from Good Seed trust brought a piece of glass found on the mat when the group was sitting while watching performance in Children's area. mat was brought out from the workroom and was not visually assessed for any dangerous objects. This piece of glass was left on the mat from prior activity. Preschool teacher informed us of the fact that this was dangerous and could have resulted in a serious harm incident if piece of glass was ingested.	S7(2)(a) Privacy	Closed	Environment

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20432	19 Jul 17	Incident	Auckland Council: Operations: Libraries and Information: Community Libraries (South/East)	Libraries & Information: Cluster 1: Mangere Town Centre Library	Young person willfully damaging council property	S7(2)(a) Privacy previously known to library staff for insolent behaviour towards library staff and stealing property, entered the library around 2 pm. She picked up some Council literature (Minutes of meetings) and sat at the back of the library where she proceeded to scribble and write comments over four Council documents. She also cut the squab of the seat that she was sitting on at the rear bench in the library. Library staff member, S7(2)(a) Privacy went to ask her what she was doing with the documents and she just ignored her. I went over to her and asked her to leave the library when I was told about S7(2)(a) Privacy's actions. Because of prior behaviour, and currently exhibited behaviour she was asked to leave the library - so no further damage or negative behaviour would be done. She was given the option of leaving the library or told that the Police would be called. She chose to remain put. The Police were called and added the information to the file and provided me with a Police No. P-S7(2)(a) Privacy. After a couple of minutes, S7(2)(a) Privacy left the library and stood outside with her friend, gesturing and generally drawing attention to herself. She attempted to re-enter the library, but was told to leave. She continued to stay outside the library for 15 minutes or longer.	S7(2)(a) Privacy	Closed	Psychosocial

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19826	21 Jun 17	Incident	Auckland Council: Operations: Libraries and Information: Community Libraries (South/East)	Libraries & Information: Cluster 1: Mangere Town Centre Library	Young woman swore and attempted to lash out at an intermediate-aged boy sitting in the library with his friends. She was restrained by Security guard & on exiting the library kicked notice board over.	A young woman in her early twenties was reading in the library. She took exception to some boys who were talking in Maori Collection area. She swore at the boys and asked them to be quiet. One of the boys responded, "Be quiet." She got up and started swearing at the intermediate-aged boy. He responded back to her saying "Shut up!" This incited the women further. The boy said sorry, according to a female witness, but the apology wasn't heard or accepted, and the angry woman continued to be loud and abusive towards the boy. The Security guard and some other young people separated the angry young women and the boy, as the women was trying to move towards the boy. Fortunately the boy was protected from her and wasn't injured. The security guard managed to get woman on to the library floor to restrain her. She then protested, "You're not my father!" A another woman yelled at the angry woman, "You have no right to put your hand on someone's child." If the boy hadn't been restrained by members of the public, I believe the woman would have had a fight with him. She got up from the ground, where the Security guard was doing his best to restrict her movements, without physically handling her, and began sobbing and collected up her things and went to leave the library. A small crowd of patrons formed a protective barrier to shelter the boy away from the woman, who had by now, moved into the Children's area. The angry young woman decided to kick over an aluminium display stand which was erected near the entrance which was holding a small white board to promote an event that is happening	S7(2)(a) Privacy	Closed	Psychosocial

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19561	01 Jun 17	Incident	Auckland Council: Operations: Arts, Community and Events: Arts and Culture	ACE:Arts Facility:Mangere Arts Centre	Stolen Handbag	S7(2)(a) Privacy arrived for her 5pm shift and as S7(2)(a) Privacy was packing up to go home she noticed her handbag was missing. After an extensive search of the front desk, technicians room and all office areas by various staff, after the conclusion was the bag must have been taken. S7(2)(a) Privacy phoned her bank straight away to cancel her cards and was advised of the spending which occurred. The first was at the Mangere MacDonald's at around 3:55pm. From this information the Mangere Arts Centre security cameras were checked and visual confirmation from the cameras show a young woman with a baby in a pushchair walking out with S7(2)(a) Privacy's handbag.	S7(2)(a) Privacy	Awaiting Management Review	Psychosocial
19125	13 May 17	Incident	Auckland Council: Operations: Libraries and Information: Community Libraries (South/East)	Libraries & Information:Cluster 1:Mangere Town Centre Library	Minor cut on side of thumb and index finger (left hand)	Between moving a broken pot with S7(2)(a) Privacy and vacuuming up some spilt soil I discovered some blood on my hand. Quite possibly from moving the pot or while retrieving the vacuum although I did not notice anything breaking the skin. The cut is at max 3mm long and very fine.	S7(2)(a) Privacy	Closed	Biological
19080	11 May 17	Incident	Auckland Council: Operations: Libraries and Information: Community Libraries (South/East)	Libraries & Information:Cluster 1:Mangere Town Centre Library	School Student fell back off chair and hit his head on ceramic pot plant.	Brother and sister having a tussle over a chair. Boy lost balance on the chair, and fell backwards with his head hitting ceramic pot behind him containing a library plant. Boy got a fright with minor discomfort to the back of his head.	S7(2)(a) Privacy	Closed	Physical

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18937	03 May 17	Incident	Auckland Council: Operations: Libraries and Information: Community Libraries (South/East)	Libraries & Information: Cluster 1: Mangere Town Centre Library	Altercation between S7(2)(a) Privacy who has been trespassed from shopping centre and shopping Centre security guard in library..	Pre history prior to incident occurring in the library. Young S7(2)(a) Privacy age 13-14yrs of age. On Mon 01 May 2017 S7(2)(a) Privacy and friends (3) were caught on the Mangere Town Center Library stealing from one of the shops here at the Town Center. The goods were eventually retrieved from S7(2)(a) Privacy by Town Center Management and returned to owner of store. The Young Polynesian Security Guard that works for the Town Center on several occasions has asked S7(2)(a) Privacy to leave the premises. And on this particular day Wed 03 May 2017 situation began to escalate between security guard and young S7(2)(a) Privacy, where S7(2)(a) Privacy is escorted by security guard out of Town Center, but S7(2)(a) Privacy decided that she would come into the library (MTL).	S7(2)(a) Privacy	Closed	Psychosocial
18880	26 Apr 17	Incident	Auckland Council: Operations: Libraries and Information: Community Libraries (South/East)	Libraries & Information: Cluster 1: Mangere Town Centre Library	Black Huawei mobile phone stolen for teen area in library.	Young female, S7(2)(a) Privacy, left her mobile phone beside her bag on a table in the Teen's area and walked away from the area. She was advised to go and report theft to the Police Station and get a reference number. Have not heard from her since.	S7(2)(a) Privacy	Closed	Psychosocial