

From: [REDACTED]
Sent: Monday, 21 February 2022 2:30 PM
To: [REDACTED]
Subject: FW: Issue with Tauranga (email regarding what happened from Vision perspective)

Thanks,

[REDACTED]
[REDACTED]
Facilities Management

[REDACTED]
Te Hononga Civic Offices, 53 Hereford Street, Christchurch
PO Box 73016, Christchurch 8154



From: [REDACTED] >
Sent: Tuesday, 8 February 2022 4:46 pm
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED]
Subject: RE: Issue with Tauranga

Hi [REDACTED],
I have spoken to [REDACTED] as to why the library did not lock down.

We had programmed a macro to run within the time that was provided. For some reason the macro did not work (this is very unusual). We then logged into the system to get it locked down at roughly 11am.

We are looking to implement peer reviews on systems to insure this will not happen again.

Tristan and myself are more than happy to attend a meeting to discuss further.

Sorry for the major inconvenience this has caused.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: Tuesday, 8 February 2022 4:07 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Issue with Tauranga

Hi [REDACTED],
We will need to have a meeting with you and probably [REDACTED] regarding this issue over the weekend as the public were entering the library, and issuing books to themselves with no staff on sight...

This will be onsite. The library manger will also attend.

We are still keen to see where the issue is with it all as from what we can see on our side, we put a WO in which was clear with the hours/days.

Explanation would be great thanks.

Thanks,

[REDACTED]
[REDACTED]
Facilities Management

[REDACTED]
[REDACTED]
Te Hononga Civic Offices, 53 Hereford Street, Christchurch
PO Box 73016, Christchurch 8154



This electronic email and any files transmitted with it are intended solely for the use of the individual or entity to whom they are addressed.

The views expressed in this message are those of the individual sender and may not necessarily reflect the views of the Christchurch City Council. If you are not the correct recipient of this email please advise the sender and delete.

Christchurch City Council
<http://www.ccc.govt.nz>

[REDACTED] | Sales Consultant

From: [REDACTED]
Sent: Monday, 21 February 2022 2:31 PM
To: [REDACTED]
Subject: FW: Lesson learnt from Waitangi day issues at TURANGA - (Vision last email regarding the matter)

Thanks,

[REDACTED]
[REDACTED]
Facilities Management

[REDACTED]
Te Hononga Civic Offices, 53 Hereford Street, Christchurch
PO Box 73016, Christchurch 8154



From: [REDACTED]
Sent: Friday, 18 February 2022 11:29 am
To: [REDACTED]; [REDACTED]; [REDACTED]
Subject: RE: Lesson learnt from Waitangi day issues at TURANGA

Hi [REDACTED],

No but as mentioned we have put in place a peer review for holiday programming to ensure this won't happen again.

Id just like to say to [REDACTED] that we sincerely apologise for the error.

[REDACTED]

From: [REDACTED]
Sent: Friday, 18 February 2022 10:21 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Lesson learnt from Waitangi day issues at TURANGA

Hi [REDACTED],

As mentioned yesterday, just a brief email detailing what happened, and what we have learnt from this issue at Turanga over Waitangi weekend.

Vision take responsibility of the doors being open when they were not meant to be. Lucky nothing was stolen after you did an audit – and I would like to think this wouldn't happen again. [REDACTED]

Looking past what happened, and seeing how we can mitigate this from happening in the future, the following will happen from now on.

- I will give Vision a months' notice to closure of all CCC sites, rather than the week of. Upcoming dates are.
 - Easter: 15th Apr, and 18th Apr.
 - ANZAC: 25th Apr.
- I will CC [REDACTED] in all these WO's through to Vision so he can oversee everything

Some simple steps, but ones that will make a big difference I think.

Do you have anything else to add [REDACTED]?

Thanks,

[REDACTED]
[REDACTED]
Facilities Management

[REDACTED]
Te Hononga Civic Offices, 53 Hereford Street, Christchurch
PO Box 73016, Christchurch 8154



This electronic email and any files transmitted with it are intended solely for the use of the individual or entity to whom they are addressed.

The views expressed in this message are those of the individual sender and may not necessarily reflect the views of the Christchurch City Council. If you are not the correct recipient of this email please advise the sender and delete.

Christchurch City Council
<http://www.ccc.govt.nz>

[REDACTED] Sales Consultant

mobile: [REDACTED] | phone: [REDACTED] | email: [REDACTED]

From: [REDACTED]
Sent: Monday, 21 February 2022 2:22 PM
To: [REDACTED]
Subject: FW: Tūranga *AB* WO802591482 (FSR confirming the WO through to Vision)

Thanks,

[REDACTED]
[REDACTED]
Facilities Management

[REDACTED]
[REDACTED]
Te Hononga Civic Offices, 53 Hereford Street, Christchurch
PO Box 73016, Christchurch 8154

ccc.govt.nz


From: [REDACTED]
Sent: Wednesday, 2 February 2022 10:07 am
To: Facilities Service Requests [REDACTED]
Subject: RE: Tūranga *AB* WO802591482

Appreciate it ☺

Thanks,

[REDACTED]
[REDACTED]
Facilities Management

[REDACTED]
[REDACTED]
Te Hononga Civic Offices, 53 Hereford Street, Christchurch
PO Box 73016, Christchurch 8154

ccc.govt.nz


From: Facilities Service Requests [REDACTED]
Sent: Wednesday, 2 February 2022 10:06 am
To: [REDACTED] <[REDACTED]>
Subject: RE: Tūranga *AB* WO802591482

Hi [REDACTED],

Your request has had a Work Order created and has been forwarded to Vision Systems.

- Work Order number: 802591482

Thanks

[REDACTED]
Facilities Team

 [REDACTED]
 [REDACTED]
 Te Hononga Civic Offices, 53 Hereford Street, Christchurch
 PO Box 73014, Christchurch 8154
 ccc.govt.nz



From: [REDACTED] <[REDACTED]>
Sent: Wednesday, 2 February 2022 9:58 am
To: Facilities Service Requests [REDACTED]
Cc: [REDACTED]
Subject: FW: Tūranga *AB* WO802591482

Hi [REDACTED],

Can you please put a WO in for Turanga to get their auto locking doors done for the following times.

Sunday - Tūranga and Foundation cafe closed

Monday - Tūranga open 10am - 5pm, Foundation cafe open 8:30am - 5pm

Thanks,

[Redacted]
[Redacted]
Facilities Management

[Redacted]
Te Hononga Civic Offices, 53 Hereford Street, Christchurch
PO Box 73016, Christchurch 8154



From: [Redacted]
Sent: Wednesday, 2 February 2022 9:53 am
To: [Redacted] <[Redacted]> <[Redacted]> <[Redacted]>
Cc: [Redacted]
Subject: RE: Tūranga

Hi [Redacted]
Have not seen anything yet
Cheers
[Redacted]

From: [Redacted]
Sent: Wednesday, 2 February 2022 9:50 am
To: [Redacted]
Cc: [Redacted]
Subject: RE: Tūranga

Hi [Redacted]
Ill enquire – if not – I'll put a WO through ☺
**[Redacted] – have you seen anything for Tauranga come through for the long weekend? If not – I'll put a WO through.

Thanks,
[Redacted]
[Redacted]
Facilities Management

[Redacted]
Te Hononga Civic Offices, 53 Hereford Street, Christchurch
PO Box 73016, Christchurch 8154



From: [Redacted]
Sent: Wednesday, 2 February 2022 9:47 am
To: [Redacted] <[Redacted]> <[Redacted]>
Cc: [Redacted]
Subject: Tūranga

Kia ora
Just wanted to check in that we're all set for this weekend regarding auto-lock scheduling, cleaners etc.

Sunday - Tūranga and Foundation cafe closed
Monday - Tūranga open 10am - 5pm, Foundation cafe open 8:30am - 5pm

Thanks,
[Redacted]

This electronic email and any files transmitted with it are intended solely for the use of the individual or entity to whom they are addressed.
The views expressed in this message are those of the individual sender and may not necessarily reflect the views of the Christchurch City Council. If you are not the correct recipient of this email please advise the sender and delete.
Christchurch City Council
<http://www.ccc.govt.nz>

From: [REDACTED]
Sent: Sunday, 6 February 2022 2:32 PM
To: [REDACTED]
Subject: FW: Turanga - locked doors

Good afternoon,

Please see email below that was sent to our team.

Thank you

[REDACTED]
Customer Services Representative
Customer Services Team

03 941 8999
info@ccc.govt.nz
Civic Offices, 53 Hereford Street, Christchurch
PO Box 73016, Christchurch 8154
ccc.govt.nz



From: [REDACTED]
Sent: Sunday, 6 February 2022 12:48 pm

[REDACTED]

Subject: Turanga - locked doors
Importance: High

The doors have been opened and the guard is heading there now to direct everybody out of the building. He will call us when the building is clear.

If you get that call – please then call [REDACTED] at Vision Systems on [REDACTED] to let him know that the building can be locked up again.

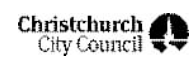
If anyone from inside the library calls – please let them know they can leave by the doors at either side of the big rolling door. The rolling door will remain locked.

Many thanks,

Kind regards,

[REDACTED]
Operations

03 941 8999
info@ccc.govt.nz
Te Hononga Civic Offices, 53 Hereford Street, Christchurch
PO Box , Christchurch 8154
ccc.govt.nz



From: [REDACTED]
Sent: Monday, 21 February 2022 2:21 PM
To: [REDACTED]
Subject: FW: Tūranga (1st email sent to FSR)

Thanks,

[REDACTED]
[REDACTED]
Facilities Management

[REDACTED]
[REDACTED]
Te Hononga Civic Offices, 53 Hereford Street, Christchurch
PO Box 73016, Christchurch 8154

ccc.govt.nz


From: [REDACTED]
Sent: Wednesday, 2 February 2022 9:57 am
To: Facilities Service Requests [REDACTED]
Cc: [REDACTED]
Subject: FW: Tūranga

Hi [REDACTED],
Can you please put a WO in for Turanga to get their auto locking doors done for the following times.

Sunday - Tūranga and Foundation cafe closed
Monday - Tūranga open 10am - 5pm, Foundation cafe open 8:30am - 5pm

Thanks,

[REDACTED]
[REDACTED]
Facilities Management

[REDACTED]
[REDACTED]
Te Hononga Civic Offices, 53 Hereford Street, Christchurch
PO Box 73016, Christchurch 8154

ccc.govt.nz


From: [REDACTED]
Sent: Wednesday, 2 February 2022 9:53 am
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED]
Subject: RE: Tūranga

Hi [REDACTED],
Have not seen anything yet

Cheers

From: [REDACTED] <[REDACTED]>
Sent: Wednesday, 2 February 2022 9:50 am
To: [REDACTED]
Subject: RE: Tūranga

Hi [REDACTED],
Ill enquire – if not – I'll put a WO through ☺
**[REDACTED] – have you seen anything for Tauranga come through for the long weekend? If not – I'll put a WO through.

Thanks,

[REDACTED]
[REDACTED]
Facilities Management

[REDACTED]
[REDACTED]
Te Hononga Civic Offices, 53 Hereford Street, Christchurch
PO Box 73016, Christchurch 8154

ccc.govt.nz


From: [REDACTED] <[REDACTED]>
Sent: Wednesday, 2 February 2022 9:47 am

To: [REDACTED]
Cc: [REDACTED]
Subject: Tūranga

Kia ora

Just wanted to check in that we're all set for this weekend regarding auto-lock scheduling, cleaners etc.

Sunday - Tūranga and Foundation cafe closed

Monday - Tūranga open 10am - 5pm, Foundation cafe open 8:30am - 5pm

Thanks,

[REDACTED]

This electronic email and any files transmitted with it are intended solely for the use of the individual or entity to whom they are addressed.

The views expressed in this message are those of the individual sender and may not necessarily reflect the views of the Christchurch City Council. If you are not the correct recipient of this email please advise the sender and delete.

Christchurch City Council
<http://www.ccc.govt.nz>

[REDACTED]

[REDACTED]



This message is confidential. It may also be privileged or otherwise protected by work product immunity or other legal rules. If you have received it by mistake, please let us know by e-mail reply and delete it from your system; you may not copy this message or disclose its contents to anyone. The integrity and security of this message cannot be guaranteed on the Internet.

From: [REDACTED]
Sent: Monday, 7 February 2022 10:55 AM
To: [REDACTED]
Subject: FW: Tūranga

Hi

[REDACTED] and I spoke this morning.

I am really shocked to hear about the building being open on the 6th.

FYI below.

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 2 February 2022 9:50 am
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Tūranga

Hi [REDACTED]

Ill enquire – if not – I'll put a WO through ☺

** [REDACTED] – have you seen anything for Tauranga come through for the long weekend? If not – I'll put a WO through.

Thanks,

[REDACTED]
[REDACTED]

Facilities Management

[REDACTED]
[REDACTED]

*Te Hononga Civic Offices, 53 Hereford Street, Christchurch
PO Box 73016, Christchurch 8154*

ccc.govt.nz
Christchurch
City Council 

From: [REDACTED]
Sent: Wednesday, 2 February 2022 9:47 am
To: [REDACTED]
Cc: Nicholls, Rosemary <[REDACTED]>
Subject: Tūranga

Kia ora

Just wanted to check in that we're all set for this weekend regarding auto-lock scheduling, cleaners etc.

Sunday - Tūranga and Foundation cafe closed
Monday - Tūranga open 10am - 5pm, Foundation cafe open 8:30am - 5pm

Thanks,
[REDACTED]

From: [REDACTED]
Sent: Friday, 18 February 2022 11:29 AM
To: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Subject: RE: Lesson learnt from Waitangi day issues at TURANGA

Hi [REDACTED]

No but as mentioned we have put in place a peer review for holiday programming to ensure this won't happen again.

Id just like to say to [REDACTED] that we sincerely apologise for the error.

[REDACTED]

From: [REDACTED]
Sent: Friday, 18 February 2022 10:21 AM
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED]
Subject: Lesson learnt from Waitangi day issues at TURANGA

Hi [REDACTED]

As mentioned yesterday, just a brief email detailing what happened, and what we have learnt from this issue at Turanga over Waitangi weekend.

Vision take responsibility of the doors being open when they were not meant to be. Lucky nothing was stolen after you did an audit – and I would like to think this wouldn't happen again, [REDACTED]

[REDACTED]

Looking past what happened, and seeing how we can mitigate this from happening in the future, the following will happen from now on.

I will give Vision a months' notice to closure of all CCC sites, rather than the week of. Upcoming dates are.

Easter: 15th Apr, and 18th Apr.

ANZAC: 25th Apr.

I will CC [REDACTED] in all these WO's through to Vision so he can oversee everything

Some simple steps, but ones that will make a big difference I think.

Do you have anything else to add [REDACTED]?

Thanks,

[REDACTED]

[REDACTED]

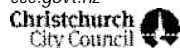
Facilities Management

[REDACTED]

[REDACTED]

Te Hononga Civic Offices, 53 Hereford Street, Christchurch
PO Box 73016, Christchurch 8154

ccc.govt.nz



This electronic email and any files transmitted with it are intended solely for the use of the individual or entity to whom they are addressed.

The views expressed in this message are those of the individual sender and may not necessarily reflect the views of the Christchurch City Council.

If you are not the correct recipient of this email please advise the sender and delete.

Christchurch City Council

<http://www.ccc.govt.nz>

[REDACTED]

[REDACTED]



This message is confidential. It may also be privileged or otherwise protected by work product immunity or other legal rules. If you have received it by mistake, please let us know by e-mail reply and delete it from your system; you may not copy this message or disclose its contents to anyone. The integrity and security of this message cannot be guaranteed on the Internet.

From: [REDACTED]
Sent: Monday, 7 February 2022 11:27 AM
To: [REDACTED]
Subject: RE: Turanga - locked doors

Hi

Gate stats are that 380 people were in the building yesterday. First one arrived shortly after 10am, and the guard had the building cleared by 1.15pm.

No gate alarms, and at this stage nothing has been reported missing nor any damage.

One customer left a note say they were taking some cds without issuing them as their account was playing up and there were no librarians in sight!! "I've decided to take the cds to teach you a lesson in how not to operate a functioning library"

Returns room was full, and Hapori was quite messy.

No doubt a full investigation will be undertaken in the coming days.

[REDACTED]

From: [REDACTED]
Sent: Sunday, 6 February 2022 5:27 pm
To: [REDACTED]
Subject: FW: Turanga - locked doors

Hi both

No need to respond. Just an FYI. A Wellington friend texted me this afternoon to say she'd seen something on Twitter about people walking into an unstaffed Turanga today. Looks like Facilities or their contractor forgot we were closed today. I've let [REDACTED] know it's all sorted now. I'll give [REDACTED] a call next week.

Cheers

[REDACTED]

From: [REDACTED]
Sent: Sunday, 6 February 2022 2:32 pm
To: [REDACTED]
Subject: FW: Turanga - locked doors

Good afternoon,

Please see email below that was sent to our team.

Thank you

[REDACTED]
Customer Services Representative
Customer Services Team

 [03 941 8999](tel:039418999)
 info@ccc.govt.nz
 Civic Offices, 53 Hereford Street, Christchurch
 PO Box 73016, Christchurch 8154
 ccc.govt.nz

 Christchurch City Council

From: [REDACTED]
Sent: Sunday, 6 February 2022 12:48 pm

[REDACTED]
[REDACTED]
[REDACTED]
Subject: Turanga - locked doors
Importance: High

The doors have been opened and the guard is heading there now to direct everybody out of the building. He will call us when the building is clear.






If you get that call – please then call [REDACTED] at Vision Systems on [REDACTED] to let him know that the building can be locked up again.

If anyone from inside the library calls – please let them know they can leave by the doors at either side of the big rolling door. The rolling door will remain locked.

Many thanks,

Kind regards,

[REDACTED]
Operations

 [03 941 8999](tel:039418999)
 info@ccc.govt.nz
 Te Hononga Civic Offices, 53 Hereford Street, Christchurch
 PO Box , Christchurch 8154
 ccc.govt.nz

 Christchurch City Council

From: [REDACTED]
Sent: Tuesday, 8 February 2022 5:51 PM
To: [REDACTED]
Cc: Robertson, Carolyn
Subject: Tūranga unlocked 6th of February

Weekend security incident at Tūranga

Over the long Waitangi weekend, Tūranga was closed on Sunday 6th February. We communicated this by email to the Facilities team ahead of time, but the library doors unlocked automatically on Sunday morning, probably at 10am. The unstaffed library was left open to the public for at least two hours. Nobody in the Libraries and Information unit received any contact from the Facilities team or the Contact Centre about this. Around 12.00 noon a friend in Upper Hutt alerted me by text message, having spotted something on Twitter about Tūranga being open but unstaffed. At about 12.15 I phoned the Contact Centre and they advised me that the building had been secured.

Impact

Our people-counter devices indicate that 380 people came into the building on Sunday. Our self-issue machines automatically started up, and 147 books were issued by customers. No book-theft alarms went off, and at this stage nothing has been reported missing, nor have we spotted any damage. One customer left a note saying they were taking some CDs because there were no librarians in sight:

"I've decided to take the CDs to teach you a lesson in how not to operate a functioning library". The returns room was full of books and the 1st floor, Hapori, was quite messy. My Team Leaders will continue to check for any missing books or other items of value.

What next

[REDACTED] phoned me this afternoon and assured me that his team would be looking into what happened. He believed this was an oversight by (I think) Vision Systems, a contractor who remotely manage door lock timers for the Council. I'll wait for more information from Facilities, once they investigate what happened.

Mary Richardson suggested I contact you, as I think we need some guidance around a possible investigation. This can't be allowed to happen again. I will be away at a course from tomorrow until Friday night, but I will be checking my emails regularly over that time.

Many thanks

[REDACTED]
Libraries and Information
Christchurch City Council

[REDACTED]
[REDACTED]
Tūranga Central Library, 60 Cathedral Square, Christchurch
PO Box 73045, Christchurch 8154
ccc.govt.nz