

**Re: DCMS have received a letter concerning an incident at Hendon Library**

1 message

S.40 12 December 2018 at 11:28  
To: S.40

Hi S.40,

Thank you, your help with this as it is much appreciated. I will include S.40 contact details in my response

Kind regards

S.40

4th Floor, 100 Parliament Street,

London SW1A 2BQ

Tel: S

On Wed, 12 Dec 2018 at 11:22, S.40 wrote:


The best person for her to contact would be S.40 on either  
S.40 on a Tuesday morning, Weds afternoon or Friday afternoon. If she  
has any problems she can of course always come to me directly

S.40

**Family Services****Children's Service**

London Borough of Barnet, North London Business Park, Oakleigh Road South, London N11 1NP

Tel: S.40

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Libraries for *Life*  
#LearningLeisureLife

**From:** S.40  
**Sent:** 12 December 2018 11:18  
**To:** S.40  
**Cc:** S.40  
**Subject:** Re: DCMS have received a letter concerning an incident at Hendon Library

Hi S.40

Thank you for investigating the incident, I will draft a response, including a line advising the person she may wish to contact the Council directly. Would you mind if I gave her your direct email or is there a generic email address?

Kind regards

S.40

4th Floor, 100 Parliament Street,  
London SW1A 2BQ

Tel: S.40

On Wed, 12 Dec 2018 at 11:00, S.40 wrote:

S.40

My apologies.

I have investigated this incident and it would appear that the lady in question left a comment card but did not speak to any of the staff directly. Although the incident appears to have taken place in self-service hours the staff would have come on duty at 2pm just at the end of the period cited. Regrettably the staff were unable to read the contact details on the form to respond to the customer directly and could not match any of the details they could decipher to anyone in our database. However, the manager reviewed the CCTV footage of the period but was unable to see any issue that caused concern or that indicated misbehaviour by any other customers. We also did not receive any complaints from any other customers.

I will now respond to the customer directly and suggest that she come in to talk to us about it.

With best wishes

S.40

S.40

## Family Services

### Children's Service

London Borough of Barnet. North London Business Park, Oakleigh Road South, London N11 1NP

Tel: S.40

Barnet Online: [www.barnet.gov.uk](http://www.barnet.gov.uk)

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**From:** S.40

**Sent:** 12 December 2018 10:15

**To:** S.40

**Subject:** Re: DCMS have received a letter concerning an incident at Hendon Library

Hi S.40 ,

Please would it be possible for you to give me an update on the current situation regarding this case.

Kind regards

S.40

4th Floor, 100 Parliament Street,

London SW1A 2BQ

Tel: S.40

On Fri, 7 Dec 2018 at 09:13, S.40 wrote:

Dear S.40

Thank you for bringing this to my attention. I will investigate what occurred and get back to you as soon as I can.

Best wishes

S.40

S.40

## Family Services

### Children's Service

London Borough of Barnet. North London Business Park, Oakleigh Road South, London N11 1NP

Tel: S.40

Barnet Online: [www.barnet.gov.uk](http://www.barnet.gov.uk)



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Libraries for *Leisure*  
Libraries for *Life*  
#LearningLeisureLife

**From:** S.40

**Sent:** 04 December 2018 08:21

**To:** S.40

**Subject:** DCMS have received a letter concerning an incident at Hendon Library

Dear S.40

Ministers have received a number of pieces of correspondence from a library users who experienced what she felt was unreasonable behavior from another library user at Hendon library in Barnet.

To assist with a reply from the Department it would be helpful if you could confirm if they are aware of this incident at Hendon library, if so was it investigated by library staff and whether it has now been resolved or if it remains unsolved when do you anticipate the issue will be resolved.

It would be helpful to have your response by Friday 7 December.

Kind regards

S.40

S.40

4th Floor, 100 Parliament Street,

London SW1A 2BQ

Tel: S.40

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Department for  
Digital, Culture,  
Media & Sport

S.40

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**Re: Information request (ref: 4628696)**

1 message

S.40

6 August 2018 at 14:03

To: S.40

Cc: McGavin Williams S.40

Hi S.40

My email last week can't have got through. I received and have discussed with colleagues here. I'll be replying to you this afternoon.

Hope that is ok. Kind regards

S.40



Department for  
Digital, Culture  
Media & Sport

S.40

4<sup>th</sup> Floor, 100 Parliament Street, London SW1A 2BQ

S.40

@dcms /dcmsgovuk | [www.gov.uk/dcms](http://www.gov.uk/dcms)

On 6 August 2018 at 13:51, S.40 wrote:

Dear McGavin Williams

I have been trying to contact S.40 without success, in case he is not available could you look into this matter please.

Many thanks

S.40

S.40

Information Management Team S.40

S.40

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S.35

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