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143 Genesee Street ▪ Avon, NY 14414 ▪ (585) 226-8461 ▪ avonfreelibrary.org

## **Staff Guide for Responding to Immigration & Customs Enforcement Agency (ICE) Interactions**

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### **Step 1: Immediate Action**

- Remain calm
- Avoid escalating the situation
- Do *not* interfere, physically block, or obstruct law enforcement
- Allow them to access public areas

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### **Step 2: Notify the Library Director**

Find/get/call the Library Director *immediately*. Only the Library Director should interact with ICE agents.

#### **Contact Information:**

Grace Frenzel  
**(585) 749-3030**

*\*If Grace is unreachable, contact Helen Zamboni (Board President) at (585) 739-2381. If Helen is unreachable, contact Josh Tonra (Trustee) at (585) 991-2223. Continue to attempt to reach Grace.*

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### **Step 3: Areas of Access**

Law enforcement may enter **Public Areas** of the library, but may not enter **Non-Public Areas** without a judicial warrant or court order, signed by a judge and issued within the last 14 days.

#### **Examples of Public Areas:**

- Main Floor Stacks and Fireplace Area
- Children's Library
- Teen Loft
- Stairs between Ground Floor, Main Floor, and Teen Loft

#### **Non-Public Areas:**

- Anywhere marked "Authorized Personnel Only"
  - Information Desk/Senior Clerk Desk/Work Area
  - Director's Office

- Children's Service Desk
- Bathrooms (if doors are closed)
- Mechanical Room
- Spaces which require a reservation or sign-in
  - Five Arch Meeting Room
  - Small Study Room
  - Study Loft

If law enforcement enters a **Public Area**:

- Allow them proceed
- Notify the Library Director immediately
- *Do not* interfere or try to block access

If law enforcement enters a **Non-Public Area**:

- Politely inform them that they do not have permission to enter
- Ask if they have a judicial warrant or court order
- Request to see the warrant and make a copy/take a picture (if it is safe to do so)
- Notify the Library Director immediately
- ***Do not attempt to stop them physically if they proceed without authorization***

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#### **Step 4: Document the Interaction**

- Record details (if safe)
  - Officer(s) names, badge numbers, and agency
  - Any verbal or written requests
  - Actions taken by law enforcement
  - Any documents shown (e.g. warrants)
- Record video or take notes to document
  - If recording audio/video, announce that you are doing so and remain at a safe distance
- Avoid interfering

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#### **Step 5: Report the Incident (Director will report with input from those involved)**

File a detailed Incident Report with the appropriate form in the folders behind the Information Desk or the Director's Office, including:

- Dates & times
  - Names and badge numbers of officers
  - Requests made or actions taken by law enforcement
  - Any observed profiling or targeting behavior
  - Details of staff, patrons, and other witnesses to the incident and those contacted
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### **What NOT to Do**

- Do NOT physically block or interfere with law enforcement.
- Do NOT respond to requests for information or documents without legal guidance.
- Do NOT provide any additional information beyond what is being legally requested.
- Do NOT provide any protected information, including patron data from Evergreen or any other library recorded protected by Civil Practice Law 4509, without a specific warrant or court order.
- Do NOT lie or provide false information.
- Do NOT move or hide patrons, even if you want to help.
- Do NOT instruct patrons on how to respond to law enforcement.

### **What you CAN Do (If Safe)**

- Contact the Library Director.
- Record interactions (audio, video, or detailed notes).
  - If recording audio/video, announce that you are doing so and remain at a safe distance
- Ask for identification, agency information, and warrants.
  - Make photocopies/take pictures of all documents (if safe)
- Remind patrons of their right to remain silent.
- If an arrest is made, ask law enforcement where the individual is being taken (this can help the family and their legal team).