

# Checklist: Responding to Immigration Agency Interactions at NYPL

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## Step 1: Immediate Actions

### Stay Calm

- Avoid escalating the situation.

### Do Not Interfere

- Do not physically block or obstruct law enforcement.
  - Allow them access to public areas.
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## Step 2: Notify the Following Contacts Immediately

**Security:** (212) 930-0512 / x20512

**Legal Department:** [legaloffice@nypl.org](mailto:legaloffice@nypl.org) or (212) 930-0552 / x20552

**Relevant Leader:**

**Branch Libraries:** Caryl Matute: [carylmatute@nypl.org](mailto:carylmatute@nypl.org) (917) 229-9764 / x39764 | As well as your Borough or Associate Director (View Staff Directory for Branch Libraries on [Lair](#))

**Research Libraries:** Franses Rodriguez: [fransesrodriguez@nypl.org](mailto:fransesrodriguez@nypl.org) (212) 930-9267 / x20267 | As well as your Center Director

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## Step 3: Evaluate the Area of Access

**If Law Enforcement Enters a Public Area:**

- Allow them to remain in public spaces (e.g., reading rooms, exhibits, etc.).
- Notify Security and Legal immediately.
- Do not interfere or try to block access.

**If Law Enforcement Requests Access to Non-Public Areas:**

- Politely inform them they do not have permission to enter.
  - Ask if they have a judicial warrant or court order.
  - Request to see the warrant and photocopy/photograph it (if safe).
  - Notify Security and Legal 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):

- Officers' names, badge numbers, and agency.
- Any verbal or written requests.
- Actions taken by law enforcement.
- Any documents shown (e.g., warrants).

✓ Use your phone or notes to document. Avoid interfering.

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## Step 5: Report the Incident

✓ File a detailed security incident report in [ServiceNow](#) after the event, including:

- Names and badge numbers of officers.
  - Requests made or actions taken by law enforcement.
  - Any observed profiling or targeting behavior.
  - Details of staff and departments 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 move or hide patrons, even if you want to help.
  - ✗ Do Not lie or provide false information.
  - ✗ Do Not instruct patrons on whether or how to respond to law enforcement.
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## What CAN You Do (If Safe)

- ✓ Contact Security and Legal.
  - ✓ Record interactions (audio, video, or notes).
  - ✓ Ask for identification and agency information.
  - ✓ Remind patrons of their right to remain silent.
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**Key Reminder:** Always involve Security and Legal. They are trained to handle these situations and ensure compliance with the law.

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Learn more about [Protocols Regarding Interactions with Immigration Agencies at The New York Public Library](#) in full.

Resource: [FAQs for Staff: Interactions with Immigration Agencies at The New York Public Library](#)

If you have any questions about these documents contact [legaloffice@nypl.org](mailto:legaloffice@nypl.org).