



PUEBLO CITY-COUNTY

Library District

www.pueblolibrary.org

CUSTOMER CONDUCT

03.06.05.P1 Law Enforcement Requests for Patron and Staff Information - Staff Procedures

These procedures are intended to provide guidance for library employees if law enforcement officials visit any PCCLD location. Law enforcement includes local and state police officers, as well as federal officers such as Immigration Customs Enforcement, Federal Bureau of Investigations and Department of Homeland Security.

General Guidance:

1. All PCCLD staff should exercise professionalism and courtesy when interacting with any law enforcement officer. Greet the officer and inquire about their needs. If the officer is requesting information about staff or patrons, inform them that the library follows Colorado privacy law and that you are not authorized to release that information.
2. If the officer provides a warrant or subpoena, scan and email a copy to the Executive Director and inform the officer or agent that the Executive Director or their designee must provide authorization for the release of information or searches in PCCLD libraries. Contact your manager or PIC to inform them of the request. Managers and PICs should then work with the Executive Director or their designee for further guidance. If the manager or PIC is not available, staff should contact the Executive Director or their designee directly.
3. PCCLD libraries are public facilities and law enforcement officers should be allowed to perform their official duties within the public areas of the library. They should not enter staff areas except in case of emergency or with valid identification and documentation. Comply with law enforcement directives and do not take a stand against officers or put yourself in harm's way.

Staff Responsibilities:

- Greet the officer politely and ask them the purpose of their visit.
- Make a copy of their official documentation and note their name and badge number.
- Let the officer know that the manager or PIC will be with them shortly to offer assistance. Notify the manager/PIC that an officer is on site and that you are seeking their support.

Requests for Patron Account Information:

If the officer demands patron account information, inform them that privacy laws prohibit you from being able to share this information. Let them know that this request must go through the Executive Director's office and that the manager or PIC can initiate that process for them. Contact the Executive Director or their designee directly if the manager or PIC is not available.

Requests for Employee Information or Employment Records:

If the officer is requesting information about PCCLD employees or employment records, inform them that these requests are managed by the Human Resources Office. Inform them that this business may be conducted in Administration on the 3rd FL of the Rawlings Library. Call the Human Resources Director to inform them of the visit and requested information.

Requests to Conduct Searches in Programs, Events or Meetings:

If the officer states that they wish to conduct a search during a program, event or meeting in the library, inform them that you must notify the Executive Director or their designee and politely request that they wait for assistance. Report this to the manager or PIC immediately so they can notify the Executive Director or their designee. Contact the Executive Director or their designee directly if the manager or PIC is not available.

If the officer orders staff to provide immediate access to non-public areas, programs, events or meetings, staff should comply with the officer's orders, and immediately contact the Executive Director or their designee. Do not attempt to physically interfere with the officer, even if the officer appears to be acting without consent or exceeding the purported authority given by warrant, subpoena or other document. Observe the officer's actions and document their activities in an incident report.

- Do not block entry or take a stand against law enforcement or immigration officials.
- Do not put yourself in harm's way blocking entry to the library or staff areas.
- Inform your manager or leadership as soon as possible to get support.
- Library leadership will work with officials to obtain documentation and issue authorization.

Procedures for Managers and PICs

If you are contacted by staff and notified that law enforcement officials are in the library requesting information, please follow these procedures (check with staff to see if they have already completed any of the steps to prevent redundancy):

1. Invite the officer to step away from the service desk to discuss the purpose of their visit.
2. Ask to see and make a copy of or note the officer's credentials (name and badge number) and contact information.
3. Inform the officer of PCCLD's privacy policy and let them know that requests for patron information and access to non-public areas, programs, events or meetings must be authorized by the Executive Director's office with appropriate documentation. Offer to send documentation to the Executive Director to initiate this approval process.

4. If the officer provides documentation, scan and email the documents to the Executive Director or their designee.
5. Document the officer's actions in as much detail as possible without interfering with their movements.
6. Upon conclusion of the interaction, submit an incident report that documents the law enforcement visit. Please include the officer's identification information, note any documents provided and include a description of the officer's statements and actions. Ensure that the observations or details are recorded objectively without judgement or interpretation.

Additional Considerations:

- **Be Aware of Your Surroundings**

If you see any person lurking, watching, or approaching patrons, please approach them and ask if they need any help. If they are disturbing or harassing patrons, please ask them to stop. If they continue, you can ask them to leave per PCCLD's Library Rules of Conduct.

- **Provide "Know Your Rights" Cards**

Staff may make "Know Your Rights" cards or flyers for the public. These include the right to:

- remain silent
- speak to a lawyer
- refuse to answer questions
- deny permission to enter the home or private spaces without a judicial warrant
- deny permission to search personal belongings

- **Support Unattended Children**

If children are left unattended as a result of enforcement agents' activities, please follow PCCLD's policy *03.06.02 Child Conduct and Safety*.

- **Staff Training**

Library staff will receive regular training on policies and procedures related to law enforcement requests for patron and staff information. Training will include how to effectively manage interactions with law enforcement, verifying documentation and maintaining patron privacy. Training will also include resources on patron rights and steps to de-escalate situations involving enforcement actions.

Resources:

Safety and Security Class in Niche -

<https://my.nicheacademy.com/pueblolib-staff/course/32000/lesson/201908>

Interacting with Officers - Checklist -

<https://docs.google.com/document/d/1TKFC9SBJORpyLc51FaOSrpb-yuPIEYiXydGCmwSlhTA/edit?usp=sharing>

Supporting Immigrants at our Libraries from CO Virtual Libraries -

<https://www.coloradovirtuallibrary.org/learning/adult-services/supporting-immigrants-at-our-libraries/>

Know your rights Red Cards in various languages - <https://www.ilrc.org/red-cards-tarjetas-rojas>

In english https://www.ilrc.org/sites/default/files/documents/red_card-self_srv-english.pdf

ALA's guidelines for response to law enforcement requests for library records and user information:

<https://www.ala.org/advocacy/privacy/lawenforcement/guidelines#immigration>