

PASSPORT SERVICE POLICY

Approved by Board on 9-15-22

The South Country Library is a designated Passport Acceptance Facility (PAF) for the U.S. Department of State. The purpose of a PAF is to provide a convenient way for U.S. citizens and nationals to apply for a new passport while simultaneously protecting the integrity of the U.S. Passport.

Library staff designated by the U.S. Department of State to accept passport applications are denominated agents. Agents will be responsible for:

- Accepting passport applications and making sure all materials needed for processing are correctly submitted and enclosed.
- Collecting required fees.
- Ensuring all documents are handled and stored securely.
- Delivering passport applications and tracking their journey to the proper facility.
- Following procedures for proper disposal of sensitive materials.

The Library staff member directing the PAF is denominated the Passport Program Manager. The Passport Program Manager will be responsible for:

- Ensuring sufficient trained agents are available to meet demand.
- Ensuring the facility complies with all requirements necessary for the annual facility recertification.
- Accepting responsibility for all agents, and applications executed at the facility.
- Ensuring all procedures are followed and all standards are met.
- Maintaining contact with the New York Passport Agency and the U.S. Department of State and assuring agents are informed of changes to passport policies, practices and procedures.

The Library abides by rules and regulations promulgated by the U.S. Department of State. The U.S. Department of State Bureau of Consular Affairs is responsible for processing and issuing passports. The Library is an acceptance facility only and does not approve the issuance of passports. The Library and its agents are *not* responsible for delays in passport processing or if a passport is not issued.

- Passport services are by appointment only.
- The number of applicants attending an appointment may not encumber an agent's ability to execute his/her duties nor shall the number of applicants attending an appointment exceed any health/occupancy standards.
- Acceptance agents cannot accept DS-82 renewal forms. Those eligible to utilize the DS-82 form have the option to apply for a new passport using the DS-11 form.

- Acceptance agents reserve the right to cancel or change passport appointments.
- Library staff may not have their passports processed at the Library.
- Passport acceptance agents may not notarize any passport-related documents.
- Passport photo services may be offered for a fee.
- Fees associated with the processing of passports shall be determined by the U.S. Department of State. Acceptable payment methods for fees payable to the “U.S. Department of State” include checks (personal, certified, cashier's or traveler's) or money orders.
- Fees associated with passport photos shall be determined by the Library. Acceptable payment methods for fees payable to the Library include checks (personal, certified and cashier's), money orders, cash or credit card. **Exception:** Applicants requiring priority mail *express* may pay with *cash only*.
- Acceptance agents will mail and track mailed passport application packages in accordance with U.S. Department of State guidelines.
- The program manager will secure and/or destroy all personally identifiable information in accordance with U.S. Department of State guidelines.