LS 212 Passport Acceptance

Section: 200-Public services
Effective: September 2022

Purpose

Passport services are provided to address the growing need for passports in Hillsborough County. It creates goodwill with government partners, brings non-users into the library, and provides a minor revenue source for the library.

Policy

Passport Applications are only accepted at designated branches by appointment. All people applying for a passport must be U.S. citizens, be present at the appointment, and bring all necessary documentation and payments. Library Passport Acceptance Facilities do not accept passport renewals and photo services are not offered. Any customer who needs an emergency passport in less than five weeks will be directed to the U.S. Department of State website.

Procedure

A designated Program Manager from the Library is the main contact person to the Department of State Passport Services division. The Program Manager is responsible for all facets of the program, must accept and distribute all materials, such as the Passport Agent's Reference Guide (the "PARG") and correspondence from Passport Services to all Acceptance Agents. The Program Manager will also coordinate regularly scheduled Passport Fairs to bring passport services to a branch that is not a designated acceptance facility.

Customer Service staff will be trained on passport acceptance by the U.S. State Department per their requirements. Staff must follow the guidelines laid out in the PARG when accepting applications for passports. Once an application has been processed, staff will refer customers with any questions to the U.S. Department of State. Family and friends of staff who are trained as passport agents may not apply for a passport at the specific agency (branch) where the staff member works or with that staff member at a Passport Fair.

Support staff will assist with the fiscal responsibilities, scheduling of the courier service, maintenance of the website, printing of the mailing labels, and promotion of the service.