Passport Acceptance Facility
Harford County Public Library

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Why should libraries offer passport services?

* Meet the needs of the community
* Increase revenue
  * $25 per application
  * $15 per picture
How does the library become a Passport Acceptance Facility?

- Contact the Washington Passport Agency
- Identify the location of your future facility
- Complete the application sent from Bureau of Consular Affairs
Branch Considerations
* Find a designated space
* Need to allow enough space for privacy with groups
* What modifications does the room need?
Pictures of our Room
Pictures of our Room
Pictures of our Room
Pictures of our Triage
Supplies

- Wireless Camera
- Passport photo printer
- 2x2 die cutter (to cut pictures correctly)
- Safe
- Filing cabinet
- Walkie-Talkie system
- Paging system
- Mailing supplies (envelopes, labels, Tyvek envelopes)
- Miscellaneous office supplies
* What are your own service hours to the public?
* When do you have the most staff in the building?
* When do other community agencies offer passport services? – you may not want to be in competition with them.

* HCPL service hours
  * M-Th 3-7, Fri-Sat 10-4
Who can be acceptance agents?

- Must be employed at the designated facility
- U.S. citizens or nationals
- Age 18 or older
- Permanently employed with the facility
  (not temporary, ad hoc, contractual, or volunteer)
- Free of federal and state felony convictions
- Free of any misdemeanor conviction for crimes related to breach of trust or moral turpitude
  (embezzlement, identity theft, etc...)
Things to consider when picking staff

* Pick across departments for branch buy in
* Possess excellent customer service and strong attention to detail
* Not all agents need to accept applications – they can play different supporting roles
* Pick enough staff to cover multiple days, times, and busyness levels – Bel Air Branch has 21 agents
### Staff Training

**Formal DOS training**
- Must be taken to be an acceptance agent.
- Can be taken in person or online.

**In Branch training**
- Procedural
- Technical
  - Camera use
  - Printer use
  - Telecheck
**Staff Training (continued)**

* Give staff time to work with the equipment and the office space.
* We had “quick grab” guides that the agent could use, especially when starting out in the room.
* Visual guides were very helpful, such as how to use the camera.
HCPL Passport Model
(based on Howard County Library’s passport office)

* Customers start at Triage.
* The Triage Agent reviews all of the forms and documentation.
* If the customer has everything, the passport agent is called.
* If there are others waiting, customers are given coaster pagers. Triage will page the customers to return to the office when an agent is ready.
In response to the high demand for passport services, we open a second passport office.

M-Th 3-5 and Sat 10-2

The time to process an application can vary depending on the situation of the applicants.
Payment

- DOS – only accepts check and money order with applications
- HCPL – accepts check, money order, or credit card
Marketing

* How will you market your new service?
* Make sure you have clear information on your website and flyers. It is good to have information anyone in the library system can point to.
* Make friends with your local post office
* Be aware of false information from a variety of sources
**Rewards**

**Since October 2013**

- Agents in HCPL have processed over 3,500 passport applications and have taken over 2,000 photographs
- The service has grossed over $90,000
Final Thoughts

- Be consistent in the scheduling of staff
- Identify your strongest agents for specific roles