



## **Henderson County Public Library Passport Policy**

As a U.S. Department of State passport acceptance facility, HCPL passport agents follow the policies and procedures outlined in the Passport Agent's Reference Guide (PARG), the Charleston Passport Center newsletter and additional notices, the library's privacy policy, and any other applicable library policies. Passport services are offered by appointment only, and are for the purpose of assisting U.S. citizens and non-citizen U.S. nationals with the passport application or renewal process.

1. Passport appointments are generally scheduled from 9 am to 4 pm, Monday through Friday. The library will also typically have extended hours at least one evening during the week, and on most Saturday mornings.
2. The library does not accept same day appointments and does not have appointments on days the library is closed or on Federal holidays when the Charleston Passport Center and/or the Henderson Post Office is closed.
3. Appointments are cancelled if the applicants fail to arrive within the first 15 minutes of their scheduled appointment times. Applicants are then required to schedule a new appointment.
4. If the applicant notifies the agent prior to the appointment that they will be late, the agent will try to reschedule the appointment on the same day if the schedule allows.
5. Passport agents record appointments on a shared calendar. Agents must update the calendar to reflect cancelled, incomplete, or changed appointments, so that the daily total of completed applications can easily be obtained from the calendar. The agent completing the transmittal at the end of the day must match the number of completed applications on the calendar to the number of applications on the transmittal.
6. The Passport Program Manager is responsible for tracking transmittals and applications to their destination.
7. Passport appointments involving up to two applicants will be allowed 30 minutes in the schedule. Appointments involving more than two applicants will be lengthened as necessary to allow for sufficient time to execute applications.
8. Procedural guidelines for the passport service will be maintained by the Passport Program Manager in consultation with the Library Director and updated as necessary.

Adopted by the Trustees of the Henderson County Public Library July 13, 2017