

PASSPORT SERVICE POLICY

The Bergenfield Public 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. 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.

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

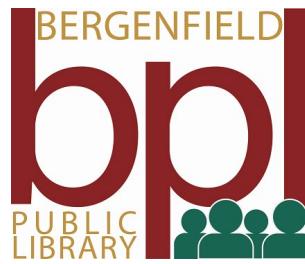
- Accepting passport applications and making sure all materials needed for processing are correctly submitted and enclosed.
- Collecting required fees.
- Ensuring all documents are handled and stored securely.
- Mailing and tracking mailed passport application packages in accordance with U.S. Department of State guidelines.
- 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 U.S. Department of State and assuring agents are informed of changes to passport policies, practices and procedures.
- Securing and/or destroying all personally identifiable information in accordance with U.S. Department of State guidelines.

Passport Administration

- Passport services are by appointment only. Acceptance agents reserve the right to cancel or change passport appointments.
- 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.
- Applicants are expected to abide by the Library's Code of Conduct at all times. The agent reserves the right to ask an applicant to leave if they fail to follow library policies and procedures.



- 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.
- Library staff may not have their passports processed at the Library.
- Passport acceptance agents may not notarize any passport-related documents. Other Library staff are available for notary services.

Fees

- 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.
- Passport photo services are offered for a fee. 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.

Refunds

- U.S. passport fee refunds are not given for application fees; however, individuals may request a refund for the \$60 expedited service fee if the passport agency takes longer than 15 business days to process your expedited application. Refund requests must go through the U.S. Department of State's website - <https://travel.state.gov/content/travel/en/passports/get-fast/refund.html>
- The Library will not refund the \$35 execution fee.
- If Library staff submit a photograph taken on-site that fails to meet U.S. Department of State requirements, the Library will provide a new set of photographs at no additional charge.
- If Library staff fail to complete the DS-11 application requirements that cause the application to be temporarily rejected, the Library will provide postage, appropriate documentation and an envelope to correct the mistake at no additional charge.

Approved by Bergenfield Public Library Board of Trustees on January 8, 2026