



*Circulation Manager  
Delissa Key reports:*

Our library hosted the Maryland PUG (Passport Users Group). Representatives from Prince Georges County, Carroll County, Harford County, Howard County, and Baltimore County Attended the meeting.

We were also privileged to have Lindsay Henderson, Director of the Washington Passport Agency—U.S. Department of State Bureau of Consular Affairs, present “How to Connect with Spanish Speaking Customers.”

Ms. Henderson had very nice things to say about libraries functioning as Passport Facilities, and the visitors really appreciated the library tour.

We received the best compliment: ***“You guys have set the bar pretty high for future meetings.”***

I must thank the following staff team members for all their help in making this meeting happen:

- Jacki Price/ Food Table Set-up & Lunch Suggestions
- Mary Lachemann and Will Carroll/ Lunch Pickup & Google Expedition (Passport Services Awareness Demo)
- Jodi Ackers/Google Expedition set-up & Training
- Lydia Byrne/Library Tour
- Admin/The Money & Accessories
- Maintenance Department/Room Set-Up
- Circulation Team for holding down the fort

**Hagerstown Hosts Passport  
User's Group**