

John Carroll University



**Key/Fob Access Control
Procedure 2014**

January, 2014

Introduction to John Carroll University Keying Procedure

The following document is to serve as the lock and key/fob access control procedure for John Carroll University. This procedure, therefore, relates to standard lock, key, and fob access control requirements only.

Purpose:

The purpose of this procedure is to provide adequate building security for persons and property through the control of keys/fobs issued, to assure appropriate access to work areas by employees in buildings at John Carroll University, and to allow unrestricted access by the John Carroll University Police Department (JCU PD) and select Maintenance personnel to all campus areas for reasons of security, safety, and health.

Responsible Departments:

Facilities Department:

- 1) Implement this procedure.
- 2) Responsible for the maintaining of all locks on campus, including but not limited to, all University owned buildings, offices, and furniture.
- 3) Control and monitor the distribution of keys associated with these locks.
- 4) Issue and program fobs for access to the:
 - a) Green Road Annex
 - b) Boler School of Business
 - c) Administration Building
 - d) 4070 Carroll Blvd.
- 5) Assist both JCU PD and the Office of Residence Life with any lock or key issues that might arise.
- 6) Review the University's Key/Fob Access Procedure and make revisions as may be needed on an annual basis.

JCU PD:

- 1) Responsible for the maintenance and programming of the card access system installed in the:
 - a) Dolan Science Center
 - b) Various O'Malley Center classrooms
 - c) Shula Stadium
- 2) Regular keys are not issued for card access doors.

The Office of Residence Life:

- 1) Responsible for the control, monitoring, and issuance of residence hall keys and fobs to the student residents.

Overall Key/Fob Access Control Procedure

The Facilities Department has the responsibility for the production and duplication of all keys/fobs used for access to all academic and administrative buildings.

The University Key Shop, as part of the Facilities Department, will process and maintain a detailed listing of all authorized key/fob holders, the designated access for each key/fob, and the key/fob numbers assigned to every individual. Everyone is allowed one key per lock (whether it is a door, desk, file cabinet, etc.) and should never give or loan their keys to another person. Keys that have been issued to an individual are that individual's responsibility and improper use can result in sanctions or disciplinary action as this severely compromises the integrity of the key control system. Please remember that the campus key system is in place to not only protect John Carroll University property, but also the safety of students and employees.

All issued keys/fobs will require, on the Facilities Department Key Authorization Form, the "original" signature of the person authorized to grant permission for key/fob reproduction. Building occupants are not permitted to install personal locks on any facility, or where maintenance activities are required for building function.

Individuals who have not picked up their keys/fobs within six months after the key/fob completion date will be contacted to determine if the keys/fobs are still needed. If it is determined at that time that the keys/fobs are no longer needed, they will be returned to the Key Shop. If a reply is not received from the individual who has not picked up their keys, the keys will be returned to the Key Shop, and a new Facilities Department Key Authorization Form will have to be completed and submitted to the Facilities Office if these keys are still needed.

1) Approval Authorization:

- a) The direct supervisor (department chair, director, dean, vice president, etc.) must authorize any and all key/fob requests. No key/fob request will be processed until the authorizing authority has signed the request form, and the signed form (with the original signature) is forwarded to the Facilities Department. No one is allowed to approve a form for themselves.

2) Initial Issue and Re-Issue of Keys:

- a) All key/fob requests must be processed through the Facilities Department.
- b) The request forms are included in this procedure package and should be completed and presented to the Facilities Department only after all authorizing signatures are obtained. The forms are also available on-line at:
<http://sites.jcu.edu/facilities/forms/authorization.htm>
- c) Broken key(s) should be delivered to the Facilities Department for replacement by the person responsible for the broken key(s) with a Facilities Department Key Authorization Form containing the appropriate original signature approval before duplication and re-issue can occur.
- d) In the event of lost or stolen keys, the person who lost the keys is to notify their direct supervisor, JCU PD, and the Facilities Department as soon as possible. **There is a \$75.00 charge per each lost or stolen key.** A Lost Key Report must be completed through JCU PD. JCU PD will then submit a

copy of this report to the Facilities Department. There is a two-week waiting period from the date the Lost Key Report is filed with JCU PD. At the end of the two weeks, if the keys are still not located, it will be the decision of the direct supervisor to decide if a security/safety issue exists.

- i) If a security/safety issue does not exist, the direct supervisor needs to advise the Facilities Office via a written note or e-mail that new keys can be issued to replace the lost keys and submit a Facilities Department Key Authorization Form.
- ii) If a security/safety issue does exist, the locks will be changed and new keys issued at the cost of that department. The Facilities Department will determine if lock core changes are required. If no lock core changes are required, a duplicate key(s) will be reissued. Otherwise, subsequent work will be completed by the campus locksmith or appropriate vendor. The respective department will be responsible for all charges as a result of lost or stolen keys, determined at the time of the core change. The current cost associated per core change is \$100.00 per core and either \$25.00 for a Yale or similar key type and \$75.00 for a Medeco key. In the event of a sub-master key being lost, all subsequent cores and associated keys are factored into the charge.

Example: A key associated with a sub-master system was lost that affected 10 cores (doors) and had 10 people who needed a key. The charges in this example would be calculated as:

$$\begin{array}{r} \text{Cores @ 10 X \$100.00} = \$1,000.00 \\ + \text{Keys @ 10 X \$25.00} = \$ 250.00 \\ \hline \text{For a total charge of: } \quad \$ 1,250.00 \end{array}$$

Costs to replace the physical key itself are minimal, but the replacement cost of the key does not begin to cover the value of the property that a key/core system protects. Everyone entrusted to obtain and carry keys to campus facilities needs to take responsibility for and appreciate how important each key is.

3) Initial Issue and Re-Issue of Fobs:

- a) All fob requests must be processed through the Facilities Department.
The request forms are included in this procedure package and should be completed and presented to the Facilities Department only after all authorizing signatures are obtained. The forms are also available on-line at: <http://sites.jcu.edu/facilities/forms/authorization.htm>
- b) In the event of a lost fob, the person who lost the fob is to notify their direct supervisor, JCU PD, and the Facilities Department as soon as possible. There is a \$75.00 charge per each lost or stolen fob. A Lost Key Report must be completed through JCU PD. JCU PD will then submit a copy of this report to the Facilities Department. Lost fobs will be deactivated immediately.

4) Responsibilities:

- a) Key/Fob Requester:
 - i. Initiate and complete the Key/Fob Request Form and forward to their direct supervisor to approve the request with signature. Forward completed form to the Facilities Department.
 - ii. Pick up and keep appropriate records of keys/fob that have been assigned to them.
 - iii. Keys/fob issued are the requester's responsibility to safeguard at all times.

- iv. Keep all spare keys locked in a safe place when not in use. No master/sub-master keys are to leave the campus.
 - v. Turn in all defective and outdated keys to the Facilities Department.
 - vi. Keys/fobs are the property of John Carroll University. All keys/fobs must be returned to the Facilities Office either directly or via Human Resources, if an exit interview is conducted prior to departure from the University or re-assignment within the University where previously issued keys are not needed. Upon re-assignment to another department, no new keys will be issued until the previously issued keys have been returned to the Facilities Department.
- b) Authorizing Person:
- i. Provide authorization to Key/Fob Requesters as they are presented for consideration.
 - ii. Once an authorization has been granted, forward the original signed Key/Fob Authorization Form to the Facilities Department.
 - iii. Retain a copy of the signed Key/Fob Request Form for all those who have been granted authorization.
 - iv. Require departing employees to return keys/fob to the Facilities Department for proper tracking and disposition.
 - v. Provide audits as may be requested by the Facilities Department.
 - vi. Read and be familiar with the procedures identified in this document.
- c) Facilities Department:
- i. Process key/fob requests for all Key Request forms that have been properly completed and submitted by the requester.
 - ii. Keep an updated inventory of hardware, keys, and fobs. This will be accomplished by use of the department's software programs. Keys are tracked in the Key Trail database system. Fobs are tracked in the card access system software.
 - iii. Log each key/fob request into the database.
 - iv. Log lost or stolen keys/fobs into the database. De-activate lost/stolen fobs as required.
 - v. Log returned keys/fobs into the database.
 - vi. Implement a Preventative Maintenance schedule for repair or replacement of all University locks, padlocks, and door hardware.
 - vii. Generate initial cores and keys as needed.
 - viii. Maintain the security of Master Key System, system records, and all subsequent key and lock related inventory (key blanks, cores, lock hardware).
 - ix. Destroy defective, deleted, and outdated keys and maintain updated files.
 - x. Notify, recommend, advise, and assist the Associate Vice President of Facilities in selection of replacement lock and key systems as required.
 - xi. Assist the Project Manager with remodel and new construction lock hardware specifications and related information as required by the project.
 - xii. Provide Vice Presidents or Department Heads with computer print-outs listing keys issued to spaces under their control as requested.
 - xiii. Conduct audits of keys on an as-needed basis.

d. JCU Police Department:

- i. Inform the Facilities Department of any reported lost keys/fobs; follow with an incident report submitted to the Facilities Department.

5) Key/Fob Procedure Violations:

- a) Loaning keys/fobs without authorization.
- b) Transfer of keys/fobs without authorization.
- c) Duplication of keys.
- d) Altering of keys, locks, or mechanisms.
- e) Propping doors open.
- f) Admitting unauthorized persons into the building.
- g) Failure to return a key/fob when requested by Facilities, JCU PD, authorizing department, or upon leaving the University.
- h) Installing and/or replacing without permission, damaging, tampering with, or vandalizing any University lock or security device.
- i) Failure to report loss of keys to JCU PD and immediate supervisor.
- j) Failure to return or check in keys at the end of a work day.
- k) Taking master/sub-master key rings off campus while not on University business.
- l) Persons in violation of this policy may be subject to disciplinary action.