# Key Control and Card Access Manual of Procedures

**Central Key Coordinator:**

The Office of Public Safety is charged with the responsibility for the efficient management of Towson University's Key and Card Access Control Program.

1. The Central Key Coordinator is assigned to the Access Control Section within the Office of Public Safety and is responsible for maintaining the overall university key inventory.
   a. The duties of the Central Key Coordinator for the University are as follows:
      i. Provide training for all new Departmental Key Coordinators.
      ii. Utilizing the current Key Issuance and Electronic Access Criteria, investigate all key and card access requests for approval or disapproval. Requests for Grand Master and Building Master keys and Level V and Level VI card access privileges must be approved by the Assistant Vice President of the Office of Public Safety.
      iii. Forward all approved key and access requests to the appropriate entity within the Access Control Section of the Office of Public Safety for completion.
      iv. Notify the Departmental Key Coordinator of any requests that are denied.
      v. Receive all completed key request orders from the Lock Shop.
      vi. Distribute all keys except for Grand Masters, Building Masters, Sub-Masters and Residence Hall operating keys to the Departmental Key Coordinator, requiring their signature. Residence Hall Keys are issued to the Residence Life Coordinator who in turn issues the keys to resident students.
      vii. Distribute each Grand Master, Building Master and Sub-Master Key directly to the recipient, requiring his or her signature.
      viii. Back charge all departments for materials.
      ix. Perform regular key audits for each department on a schedule as determined by the Assistant Vice President of the Office of Public Safety. The audit is conducted between the Central Key Coordinator and the Departmental Key Coordinator.
      x. Draft a Key Control Performance Report and send to the Departmental Key Coordinator, Department Head and head of the Office of Public Safety. The Department Head is responsible for rectifying any problems identified in the audit.
      xi. If in the judgment of the Assistant Vice President of the Office of Public Safety the discrepancies are of a serious nature, a rekeying of the affected area will be ordered and cost of labor and materials will be incurred by that department.

**Departmental Key Coordinator:**

Each department will designate a person to be the Departmental Key Coordinator and will also designate a back-up Department Key Coordinator..

The Departmental Key Coordinator Duties and Responsibilities are as follows:

1. Issue and collect keys and maintain records for all keys issued to members of their department.

2. Serve as central point of contact and liaison with the Access Control Section for matters relating to keys and card access permissions for members of their department.

**Electronic Security and Cameras:**

The Electronic Security and Camera unit is organizationally situated within the Access Control Section within the Office of Public Safety. In addition to acquisition and maintenance of university security cameras, the Electronic Security and Cameras Unit is responsible for all forms of electronic access to campus facilities. The Electronic Security and Camera Unit maintains the current Lenel card access system including setting permission levels, programming automatic locking/unlocking schedules for buildings according to instructions provided by building coordinators, handling ad hoc special access requests, reviewing design and construction plans for new buildings and renovations of existing buildings, and maintenance of current system, etc. Requests for electronic access are submitted through the departmental key coordinator and approved by the respective building coordinator before being forwarded to the Access Control Section for action.

**Lock Shop:**

The University Lock Shop is organizationally situated within the Access Control Section within the Office of Public Safety. Only lock shop personnel are authorized to perform locksmith services on campus. The only exceptions are those projects such as new construction or major renovations authorized or managed by the University's Architecture & Engineering Department. Normal repairs, re-keying, core changes, etc., must be performed by Lock Shop personnel.

The responsibilities of the Lock Shop include:

- Cutting and issuing keys
- Rekeying Locks
- Combination changes
- Replacement of doors, door closers and door hardware
- Repair of automatic opening doors, e.g. ADA door operators
- Purchase and replacement of interior signage.

**Key and Access Requests:**

1.  The Access Request Form can be found in the University's electronic Forms Repository along with appropriate instructions on form completion.
2.  A copy of the current form is found in Appendix A of this manual and can be accessed at the link below:
3.  A copy of the Key and Access Criteria is also available on the Office of Public Safety Web Page. Key Coordinators and their approving authorities should use these criteria in evaluating requests for keys and electronic access. Key and electronic access should be commensurate with one's bona fide *needs* for access as opposed to one's *organizational title or position*.

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Key Issuance and Card Access Criteria can be found at the link below:

https://www.towson.edu/publicsafety/access.html

**Procedure to obtain keys:**

1.  Departmental Key Coordinator completes an Access Request Form to obtain new or replacement keys, re- keys, combination changes, locking devices or card access.

2.  Submit Access Request Form to the Central Key Coordinator, Access Control Section within the Office of Public Safety. All requests must be signed by the Department head. The request should also list the name(s) of the individual(s) who will have possession of the key(s).

3.  Access requests for a routine rekey, additional keys and combination changes should allow a five day turn-around time. For numerous rekeys or additional keys, more time may be required to complete the work.

4.  For large requests, such as students moving in before a new semester, additional lead time may be required to complete the work.

5.  Access requests for Housing and Residence Life for additional keys and normal rekeys can expect a 48 hour turn-around.

    a.  All keys are issued by the Central Key Coordinator to the department's designated Key Coordinator. The Department Key Coordinator will then issue keys to the authorized individual using the key liability form. A fee will be charged for additional keys according to the current fee schedule as approved by the vice president of Administration & Finance division and Chief Fiscal Officer.

**Lost Keys**

1. Each department is responsible for the keys issued to members of their department. This includes bearing the costs involved in making new keys or rekeying locks if keys are lost.

2. If keys are lost, the individual key holder should notify their Department Key Coordinator immediately. The Departmental Key Coordinator shall immediately notify the Central Key Coordinator to discuss potential security problems and any emergency action to be taken. In addition, if the key was lost on campus or if it was lost off campus and there is a possible way to establish a nexus to campus, the campus police should be contacted so a campus police report can be filed.

    b. A charge for any lost key shall be assessed against the department responsible. That amount will be in accordance with the current fee schedule as approved by the vice president of Administration & Finance division and Chief Fiscal Officer.

    **It is the responsibility of the department head to decide if the costs will be recovered from the individual for the lost key.**

**Grand Master Keys, Building Master Keys and Sub-Master Keys**

1. Due to the high security risks involved, Grand Masters, Building Masters and Sub-Masters will be issued by the Central Key Coordinator directly to the requesting individual. Grand Master Keys, Building Master Keys and Sub-Master Keys, when not in use, must be secured in the wall mounted lock box provided by the Lock Shop.

2. The Access Request Form must still be completed, approved by the affected department head and approved by the Assistant Vice President of the Office of Public Safety.

3. The University Lock Shop will honor only those requests for additional keys or rekeying services, which have been approved by the Office of Public Safety.

4. Since Grand Master keys, Building Master keys and Sub-Master Keys are issued directly to individuals by the Central Key Coordinator, it is the responsibility of these individuals to return any keys directly to the Central Key Coordinator if they are leaving the department or the University.

5. It is ultimately the responsibility of the Department Head to make sure individuals leaving his/her department return all keys issued to them.

**Surplus Keys**

1. When keys are no longer needed, the Department's Key Coordinator will store them in their key cabinet or will notify the Central Key Coordinator and arrange for their return.

2. Keys must be returned to the Department Key Coordinator when the individual key holder transfers to another department, resigns, retires or graduates from Towson University.

3. **Absent some extenuating circumstances, Grand Master keys, Building Master Keys and Sub-Master Keys must be returned to the Central Key Coordinator by the individual to whom they were issued.**

**Individual key holders:**

1. Individual keys are the sole responsibility of the individual to whom they are assigned and cannot be transferred, exchanged or duplicated.

2. Safeguarding keys is the responsibility of the individual to whom they are assigned.

**REPRODUCTION OF KEYS BY ANYONE OTHER THAN THE UNIVERSITY LOCKSMITH IS NOT AUTHORIZED.**

**Re-Keying**

1. **Due to Lost or Stolen Keys on Campus**

   a. When keys are lost or stolen on campus, a police report **must** be made before replacement keys will be issued. The affected areas should be rekeyed if the lost keys pose a security risk. The cost of the re-key is incurred by the department including additional overtime if necessary.

2. **Due to Lost or Stolen Keys off Campus**

   a. If keys are lost or stolen **off campus** with no identification to trace the keys back to the university, it is up to the department head whether or not to re-key the affected area(s).
   b. All costs will be incurred by the department including additional overtime if necessary.

3. **Housing and Residence Life emergencies due to lost or stolen keys**

a. Re-Keying for Housing and Residence Life emergencies due to lost or stolen keys are completed the same day that they are reported.
b. Overtime may be required occasionally and the costs will be incurred by the Housing and Residence Life department.

## Card Access Permissions:

### Procedure for changes to card access permissions:

1. Departmental Key Coordinator completes an Access Request Form (Form Number) selecting card access as the reason. Include the employee's name, one card I.D. number and the access level needed. For temporary access requests, include the dates access should commence and end.
(Note: Requests for conventional keys and electronic card access cannot be placed on the same Access Request Form.)
2. All requests must be signed by the Department head. Fax the request to the Central Key Coordinator in the Access Control Section within the Office of Public Safety ext. 4-4948.

## Key Audits

### Key audit preparation:

1. Prior to the audit with the central key coordinator, e-mail the key liability form to all faculty and staff and ask them to list all Best (state issued) keys that they have in their possession. Do not include file cabinet or desk keys.
2. When the forms have been returned, check them against your original sign out sheet. If there are any discrepancies, check with the employee to see if they can find any missing keys. If the employee lists any additional keys that did not originate from you, ask who they got them from and either return them to that departmental key coordinator or ask them if they can be transferred into your department's inventory.
3. Once records have been reviewed, report any lost or missing keys to the Central Key Coordinator and University Police if required.
4. Compile a final key inventory list for the audit by key number and be sure to include spare keys stored in the department's key cabinet. The Central Key Coordinator needs to know the total number of keys that you possess by key number.
5. The Central Key Coordinator will schedule an appointment to go to your department and compare central records inventory against your department's inventory.
6. A charge will be assessed against the department for any lost/missing keys.

7. Prior to a Department Key Coordinator transferring to another department, retiring or resigning from the University, the Department Head must advise the Central Key Coordinator in the Access Control Section within the Office of Public Safety. The Central Key Coordinator will set up a joint audit to transfer total responsibility for the department's keys from the existing Department Key Coordinator to the newly appointed Department Key Coordinator or the Alternate Department Key Coordinator.
8. Keep Alternate Key Coordinator up-to-date.
9. Maintain the security of all keys entrusted to his/her care by keeping them in a locked cabinet which will be provided by the Office of Public Safety.

**Charges for work performed by University Lock Shop:**

1. All materials used or purchased for a work request or access request are back charged to the department's budget code, grant or project number.
2. All materials purchased for building repairs are back charged to academic or auxiliary maintenance.
3. Any non-routine work that requires overtime will be back charged.
4. A charge for lost keys will be assessed against the responsible department's budget code.

**Appendix A**

| Send To: | University Key Coordinator Office of Public Safety | **ACCESS REQUEST** | | Control Number: | |
|---|---|---|---|---|---|
| Fax To: | Extension 4-4948 | Date Prepared: 8/9/2016 | | *Please reference on correspondence* | |

| Requested By: | | Department: | |
|---|---|---|---|

| Fund Source: | Building: | Date Required: |
|---|---|---|

| Department Key Coordinator: | Telephone Extension: | Key Coordinator Signature: |
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| Building Coordinator Signature: | Department Head Signature: |
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**Type of Request (One Form per type please):** Additional Keys

**Description of key requirements: (Fill out completely)**

| Room Number/Area | Key Number Access Level | Office Use | TU ID | Recipients Name | Quantity |
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**Additional Comments:**

| Approved Denied | | Signature: | | Date: | |
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| Quantity | Description | Unit Cost | Total Cost | Initial/Date | | | | | | | | |
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| | Premium Core | 25.00 | | | | | | | | | | |
| | Standard Core | 20.00 | | | | | | | | | | |
| | Key | 5.00 | | | | | | | | | | |
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