**An Employee's Guide for Understanding Keys, Camera Acquisition, and Access Cards Functionality FAQ**

Q:  What keys may I be issued?
A:  Employees will only be issued the minimum number of keys necessary for routine access to areas within the employee's span of control.  Keys will not be issued for, "just in case" situations or in lieu of Access Control Badges (aka, "Keyless Entry Cards").

Q:  Will I get the same keys that I had previously?
A:  Employees will typically be issued keys for their office, and if appropriate the areas where their supervisor works.  No exterior door keys will be issued unless the office space coincidentally has a door that opens to the outside of a building.  No keys will be issued for departments, offices, or areas not within the current and immediate span of operational responsibility of the key holder.

Q:  I know I am not supposed to, but can I get my key copied at the hardware store?
A:  No.  The keyways for the new key system will be proprietary and not available on the open market.  Keys may only be obtained from Facilities Management and Planning.

Q:  If I am leaving my job or going on an extended leave, can I transfer my keys to another employee for use during my absence?
A:  No.  You are directly responsible for your keys.  Transferring of keys is not authorized. You may be charged for keys that are not returned.

Q:  Why can't I give my keys to my replacement?  I know they are going to need them.
A:  Each key holder, whether they are working on a temporary basis or in conjunction with permanent employment, must have appropriate specific authorization and a completed key contract.

Q:  What do I do with my keys when my employment by the College ends?  If I leave the institution why is it important to return my keys?
A:  You must return your assigned keys to the Facilities Management and Planning office in building 7, extension 5216.  The responsible department may be charged if the fees are not recovered by the associated employee.

Q:  I found my card, why can't I get a refund?
A: A new card was produced and programmed.  This cost is reflective of LCC's expense for the card stock, the special printer process, and the lamination process.

Q:  My card does not now work in some of the doors that I need access to; What do I do?
A:  Visit Public Safety.  Public Safety staff will re-program the card for you.  Like other "smart" type cards, laying these cards over magnetic strips or devices can affect the performance of the cards. In addition, the special antenna in the card may be damaged and not function properly.  Replacement for these issues is free.

Q:  I have had my card for several years.  It is beginning to crack and wear out.  How do I get my card replaced without incurring a $10 replacement fee?
A:  Access cards will be replaced every 5 years at no expense to the employee.  Visit Public Safety to process a new card.  If you have not had your card for 5 years and wish to have another one processed, you will need to pay the $10 fee.

Q:  Can I loan my access card to a peer, student, or other employee of the college?
A:  No, employees and students using unauthorized cards will be subject to disciplinary action.

Q:  Do I have to have my access card shown at all times when I'm at the college?
A:  No.  Access cards should be carried by the employee at all times but are not required to be.  However, access cards that are worn in open sight add security value to the college and are designed to provide convenient and prompt access to authorized buildings and spaces.

Q:  Does the access card system document my activities at different locations on campus?
A:  Access cards only allow the system to record entry to buildings.  There are no requirements for access cards to be used to leave buildings.  There are no other tracking technologies on the cards.  All data base information is protected by security software that provides access to a limited number of college staff.

Q:  If the electricity is lost at the campus what happens to the access control system?
A:  The access control system continues to operate on battery power for up to 8 hours.  After 8 hours without power, other emergency procedures will be processed by the Emergency Preparedness Team working closely with the Public Safety and the Facilities Management and Planning in accordance with the [Emergency Response Plan](https://www.lanecc.edu/copps/documents/emergency-plan).

Q:  When will satellite campus locations have new access control or key access systems implemented?
A:  This is yet to be determined.  As resources are available, satellite campus locations access systems will be considered for improvements.  New buildings will have the new access control systems noted in this procedure.

Q:  I cannot now access some of the exterior doors to class rooms that I need access to.  What do I do to get access now?
A:  During normal operating hours when the college is open, the doors will be unlocked at 7am and locked again by 11pm.  If you need access during off hours, you will need to request a key for the specific class rooms.  Exterior class rooms with only exterior door access have been rekeyed alike to allow everyone with these sorts of needs to have one key issued.  This is a short-term intermediate solution until these doors can be added to the access control card reader system.  First fill out a work request and describe your needs.  Your responsible manager will need to authorize these keys.  Facilities will cut the keys and keys and then will call you to process the key contract and provide you the key.  Interior doors in most areas are still using the same keys as we have in the past.  We are however implementing a new key system that has more protections and much fewer distributed keys in all newly renovated spaces and in new buildings.  The new key system will slowly be implemented in interior spaces.  As funding allows, we are also collecting a list of doors which will be on a prioritized list to receive access door card readers in the future.  This will eliminate the need for manual key access through the exterior doors.

Q:  Our department has a number of temporary employees.  Can the responsible department issue these keys directly as needed to allow access?
A: Yes, if they sign a standard key contract, agree to all of the associated key issuance requirements as stated above, and the keys are tracked and returned when the employee's employment status changes or when the keys are no longer needed. This key issuance program is only allowed in specific pre-authorized locations per the Executive Dean for the associated department and the Manager of Public Safety/ or the Director of Facilities Management and Planning.

Q:  The Facilities Management and Planning Office is only open Monday through Friday from 7:00 am to 4:00 pm.  What if I have a key problem or need to return keys when the Facilities office is closed?

A:  It is strongly preferred that you coordinate a time when the Facilities office is open.  This will allow the timely closing and processing of key contracts and verification while you are dropping off the keys.  If this cannot be arranged for some reason, drop off the keys at the Public Safety Office or with the Public Safety Officer on Duty.  Key processing will then follow on the next business day when the Facilities office is "open".  If access is needed to a door which your key does not work, contact the Public Safety Office or Public Safety Officer on duty by calling (541) 463-5558.

Q:  My department needs additional security camera(s) to reduce the risk of property damage or loss.  How do I request additional cameras and what is the process for this sort of thing?
A:  First, write a work order request to facilities or email the facilities office at facilitiesoffice@lanecc.edu.  Second, indicate a FOAP which you would be willing to use to purchase the cameras, installation, and any additional server memory storage infrastructure.  A good range of costs (2013 dollars) for each camera is:

1.  Camera:  $3,000/each
2.  Installation & Programming:  $2,500 to $3,500/each
3.  IT Server Hardware infrastructure: $250/each
4.  Total cost/camera:  $5,750 to $6,750 per camera.

Third, Public Safety will review the request to verify it is within the overall priority list for incremental improvements per the surveillance camera master plans.  Fourth, Public Safety and Facilities staff will generate specifications, award the work to the contracted service provider, purchase the camera hardware which meets current technology and performance criteria for the application and systems, and schedule the work to be done.  Fifth, the access systems service provider will program and commission the new cameras and verify that all features are working properly.

Note:  It is not okay for departments to purchase cameras independently and expect them to be installed without following the above process.  If cameras are purchased independently and they do not meet the above criteria, they will not be installed and the department that purchased the cameras will need to return them at their expense.  Cameras cannot be installed at the college without following the steps outlined in this COPPS procedure.