

UNIVERSITY OF ALASKA



**User Access
and
Security Policy**
Revision
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Approved By Carol E Diebel Date 10 Aug 2012
Director

University of Alaska Museum of the North User Access and Security Policy

REVISION
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I. PURPOSE

This policy is intended to ensure the safety and security of the University of Alaska Museum of the North (UAMN) facility, its staff, students, volunteers, visitors and collections (see VII for Justification).

It is the policy of UAMN that its natural and cultural history resources be made available for educational and scholarly purposes. The primary value of the Museum's collection is as a resource; as such, Museum staff are collectively responsible for the preservation and protection of that resource. This document serves as a guide to staff in carrying out responsibilities for encouraging and regulating access to museum collections and laboratories. Visitors and tours cause the most frequent policy infractions: Please review VI. Procedures. Section C (page 8) before you consider bringing visitors or giving tours in the non-public areas.

II. RESPONSIBILITY

The Museum Operations Manager, or his/her designee, is in charge of and responsible for implementing security policies ("Museum Security Administrator"). He/she will maintain all signed copies of the Museum Access Agreement, will review both video and security system activities, and implement the policies described herein.

The Museum Security Administrator and other Department Heads are responsible for developing, periodically reviewing, and amending policies. Department Heads are responsible for educating staff, students, volunteers, visitors, and research associates under their supervision. (or parts thereof that are warranted given supervisee status; see in particular Section IX, Confirmation, below). During periods when the department head is unavailable he or she should designate an appropriate staff member to act on their behalf in fulfilling these responsibilities. All access grantees, be they employees, students, or volunteers, are responsible for assisting with the enforcement of this policy. Nobody is exempt from compliance with the policies and rules that are designed to protect the collections, facilities, and personnel.

III. NOTIFICATION AND VERIFICATION

The non-public areas (see definition at the end of this document) of the Museum, including the collections range, are regularly accessed by different kinds of people. They include:

- Staff (curators, collections managers, curatorial assistants, and other paid employees of the Museum who have been granted appropriate privileges).

- Students (UAF graduate or undergraduate students conducting ongoing research, student interns from UAF or other academic institutions, area Junior or Senior high schools, and other students who have been granted access privileges). Students may also be volunteers or visitors.
- Volunteers (community members working on projects supervised by Museum employees and granted access privileges).
- Visitors (research associates or visiting researchers conducting approved collections activities and granted access privileges, short-term escorted visitors, Museum employees not granted appropriate privileges).
- UAF Emergency and First Responders (UAF Police Officers and Fire Department Staff).
- UAF Facilities Services and Custodial Staff.
- Contractors hired by the Museum.

Each category of personnel will be granted a subset of access privileges depending on appropriate criteria based on their Museum status and the approval of their supervisor or sponsor. Persons granted access to UAMN non-public areas shall receive a written copy of the UAMN User Access and Security Policy. All regular users of the Museum (including docents, volunteers, interns, and attendants) must read the Security Policy and sign the Access Agreement.

Department Heads may review the policy with each person within their department. New access grantees will undergo an orientation process with the Museum Security Administrator or his/her designee so they are formally informed of all Museum policies and procedures.

All museum employees and visitors granted access to UAMN non-public areas (“access grantee”) will sign a copy of the Museum Access Agreement indicating they have read the UAMN User Access and Security Policy and agree to abide by it. The access agreement also provides information regarding the access grantee’s department, status with the museum, and areas to which access is granted. The signed Museum Access Agreement will be kept on file by the Museum Security Administrator.

IV. IDENTIFICATION AND ACCESS

A. General:

1. A UAMN photo identification badge must be worn at all times by staff, students, research associates and volunteers within the non-public areas of the UAMN. The badge must be visibly displayed on the front of the body. Tape and stickers are not allowed on the badge as they obscure identification information. Until a badge is created, a name tag (obtained at the front desk) is required.
2. Visiting researchers and non-escorted visitors must obtain and wear a Polar Express Courtesy Card, Departmental Courtesy Card or UAMN visitor badge while present in the non-public areas of the UAMN. The badge must be visibly displayed on the front of the body. UAMN staff and UAF Police and Community Service Officers may request identification from any person accessing the UAMN.
3. Staff entry doors, interior corridor doors, and collections range doors are operated by card swipe devices. Keys for these doors are restricted to UAF Police and Fire departments.

4. Doors to museum collections areas shall not be propped open, except to accommodate access during special events or to move large objects through doorways.
5. Keys for interior office, laboratory, and storage room doors will only be issued to persons with the corresponding security access level.
6. Access grantees will not allow another person to use their Polar Express cards or keys to gain access to the UAMN facility or any UAMN public/non-public areas.
7. Visitor access to the collections and shared labs will generally occur during regular business hours. Only Curators and Collections Managers may escort visitors into collections and shared laboratories outside of 8:00-5:00 M-F. Collections department heads may grant authority to other 24-hr access grantees to escort visitors on a case-by-case basis with written permission copied to the Museum Security Administrator.
8. Visitor access to department labs will be most frequent during regular business hours. Collections department heads may grant escorted access to other visitors with written permission copied to the Museum Security Administrator.
9. Access grantees will not attempt to gain access to UAMN areas to which they have not been granted access.
10. Access grantees working in collections-based departments may have permission to access that department's portion of the collections range, but will not enter areas of the range controlled by other departments without permission.
11. Staff observing anyone appearing to be an unauthorized entrant should contact UAF security at 474-7721 or the Museum Security Administrator immediately.

B. Granting Access and Issuing Keys

1. Museum access and access levels may be granted by the Museum Director, the Director's designee, and Department Heads.
2. Department Heads may only grant access to areas where they have responsibility.
3. Department Heads will submit to the Museum Security Administrator a written (preferably email) request for initial access or subsequent changes in access.
4. Department Heads must submit to the Museum Security Administrator a completed and signed Museum Access Agreement for all persons being granted access.
5. Key issuance for office, laboratory, shop, and storage room doors may be approved by the Museum Director, the Director's designee, and Department Heads.
6. Department Heads will submit to the Museum Security Administrator a written (preferably email) request for key issuance.

7. Department Heads may only issue keys for areas where they have responsibility.
8. According to University Key Regulations, only University employees and approved students are eligible to receive keys. Non-UAF student volunteers and visiting researchers cannot be issued keys by the Key Shop.

C. Access Levels and Privileges

The following access levels and privileges are suggested for various personnel categories.

Exceptions may be allowed upon consultation between the Museum Security Administrator and the Department Head, including the Museum Director if necessary.

1. Non-Collections Department Heads and Permanent Administrative Staff
 - a. Museum Building: 24 hours a day, Monday-Sunday;
 - b. After-hours access to overhead door at loading dock for the following positions only:
 - i. Coordinator of Exhibition & Design;
 - ii. Visitor Services Tour and Event Manager;
 - c. Ability to hold open certain interior doors for an extended time, as specific jobs require;
 - d. Privilege of giving “Behind-the-Scenes” tours of non-public spaces between 8-5, M-F for the following positions only:
 - i. Museum Director;
 - ii. Director of Development (no collections range access);
 - iii. Assistant to the Director (no collections range access).
2. Curators and Collections Managers
 - a. Museum Building: 24 hours a day, Monday-Sunday;
 - b. Collections range: 24 hours a day, Monday-Sunday;
 - c. After-hours access to overhead door at loading dock;
 - d. Ability to hold open certain interior doors for an extended time, if requested;
 - e. Privilege of giving “Behind-the-Scenes” tours of non-public and collections range spaces to their departmental spaces and areas to which they have been authorized.
3. Students (“Curatorial Assistants,” “Student Assistants,” or “Student Researchers”)
 - a. Non-collections departments’ undergraduates or graduate students:
 - i. Museum building: 8:00 am – 5:30 pm, Monday-Friday;
 - b. Collections departments’ undergraduates:
 - i. Museum building: 8:00-5:30, Monday-Friday;
 - ii. Collections range: 8:00-5:30, Monday-Friday;
 - iii. See below (Section H, p.10) for process of requesting extended access privileges (e.g., to laboratories) for undergraduate students.
 - c. Collections departments’ graduate students (employees or researchers):
 - i. Museum Building: 24 hours a day, Monday-Sunday;
 - ii. Collections range: 24 hours a day, Monday-Sunday;

- iii. Privilege of giving “Behind-the-Scenes” tours of non-public and collections range spaces to which they have been granted access, only with permission of departmental supervisor. Only in exceptional cases should these tours occur outside of regular business hours; this added privilege requires specific permission and written notification to Museum Security Administrator.
- d. Museum Attendants:
 - i. Museum Building: 7:00 am – 11:59 pm, Monday-Sunday, depending on season and attendant duties.

For categories 4-6, we make a distinction between *access* and *presence*, recognizing that at times it is necessary to allow some people who do not have 24-hr access privileges to do their work outside of business hours without same-room supervision. We control their card-based access along the lines indicated but may on a case-by-case basis allow them to continue working without the need to, for example, escort them from the building after an evening prep session or provide constant, same-room, off-hours supervision while they perform their tasks. Granting these rights resides with the responsible curator, and extending this privilege to temporary, short-term use of the collections range must be directly approved by the curator. An access grantee who, for example, can admit a student to work in a lab off-hours cannot transfer those rights. A curator or their direct designee with appropriate access privileges must be present in the building while these activities occur. The access agreement must be signed.

4. Volunteers

- a. Non-collections departments access:
 - i. Museum building: 8:00-5:30, Monday-Friday
- b. Collections departments access:
 - i. Museum building: 8:00-5:30, Monday-Friday
 - ii. Collections range: 8:00-5:30, Monday-Friday
 - iii. In exceptional cases, increased hours of access may be requested. Approval would be based on review by Museum Security Administrator, Curators, and Museum Director, if appropriate.

5. Research Associates

- a. Non-collections departments access:
 - i. Museum building: 8:00-5:30, Monday-Friday
- b. Collections departments’ associates:
 - i. Museum building: 8:00-5:30, Monday-Sunday
 - ii. Collections range: 8:00-5:30, Monday-Friday
 - iii. Expanded hours of access to research labs and access to the relevant collection may be specifically requested by the Department Head.

6. Visiting Researchers

- a. Non-collections departments access:
 - i. Museum building: 8:00-5:30, Monday-Friday
- b. Collections departments’ associates:
 - i. Museum building: 8:00-5:30, Monday-Sunday

- ii. Collections range: 8:00-5:30, Monday-Friday
 - iii. Expanded hours of access to research labs and access to the relevant collection may be specifically requested by the Department Head.
- 7. Escorted Visitors (visitors present for a VIP tour – see VIP Tour Guidelines below; students visiting faculty advisors, family members of staff or students)
 - a. Museum building: must be accompanied by Collections-based employees, students, or volunteers to access non-public areas (e.g., to come downstairs or to enter collections range)
 - b. Once in the lower level, may move about appropriate labs, offices, restrooms, etc. freely, as long as proper identification is worn (with the exception of the collections range);
 - c. Collections range: must be accompanied by Collections-based employees, students, or volunteers at all times while in the collections range.
- 8. Police Department Staff
 - a. UAF Police Officers will be granted access to the museum 24 hours a day, Monday through Sunday. This access will include all museum spaces, public and non-public.
 - b. Police officers may enter the Ancient DNA Laboratory only in the event of an emergency. If a police officer needs to enter the Ancient DNA Laboratory (room 016), the UAF Police Department must notify the Museum Security Administrator immediately regarding the entry.
 - c. UAF Community Service Officers will have access to the museum 24 hours a day, Monday through Sunday. This access will include public areas, offices, some laboratories, fluid collections, shop, and the museum classroom. This access will not include museum galleries, collections range, or the Ancient DNA Laboratory (room 016).
- 9. Fire Department Staff
 - a. UAF Fire Department staff with the rank of captain or higher will be granted access to the museum 24 hours a day, Monday through Sunday. This access will include all museum spaces, public and non-public. Fire department staff must notify the UAF Police Department prior to entering the museum. If the fire department needs to enter the Ancient DNA Laboratory (room 016), the fire department must immediately notify the Museum Security Administrator (or his or her designee).
- 10. Facilities Services Staff
 - a. Facilities Services staff will be granted card swipe access to museum exterior doors and interior corridor doors 24 hours a day, Monday through Sunday. Only Facilities Services emergency staff will be granted access to museum galleries and collections range areas. Appropriate levels of access will be determined by the Museum Security Administrator for Facilities Services access grantees.
 - b. All Facilities Services staff must wear a Facilities Services identification badge while performing duties within UAMN.

11. Custodial Services Staff (Contract Employees)

- a. Custodial staff will be granted card swipe access to specific museum doors, Monday through Sunday, for a daily time period established by the Museum Security Administrator and Custodial Services supervisor. Additional access may be granted for special events.
- b. Custodial staff will not be granted access to collections range areas unless accompanied by museum staff.
- c. Custodial staff will not be granted access to the Ancient DNA Laboratory (room 016).
- d. Custodial staff must wear an identification badge while performing duties within UAMN.

V. ADDITIONAL RESPONSIBILITIES

A. General

1. All personnel accessing UAMN non-public spaces, who are not escorted visitors, shall be familiar with the UAMN User Access and Security Policy.
2. Department Heads are responsible for the conduct of their staff, students, research associates, visiting researchers and visitors while in the building and shall ensure that they comply with the UAMN User Access and Security Policy.

B. Polar Express

1. The UAF Polar Express Office is responsible for issuing Polar Express Cards, Polar Express Courtesy Cards and Museum Departmental Cards.
2. The UAF Polar Express Office is responsible for administering, maintaining and entering persons into the Lenel OnGuard Access System database.

C. Museum Security Administrator

The Museum Security Administrator is responsible for:

1. Communicating with the Polar Express staff;
2. Training UAMN staff members in security system use;
3. Formally designating an acting Museum Security Administrator during absences;
4. Assigning and terminating security access privileges for access grantees;
5. Monitoring system activity; and
6. Scheduling security system events.

D. UAMN Assistant to the Director

The UAMN Assistant to the Director is responsible for notifying the Museum Security Administrator when an employee has reached the end of an appointment or when a staff member, student, or visiting researcher's access to the museum should be suspended or modified due to termination, suspension or change in duties.

E. UAMN Department Heads / Curators

As an additional safeguard, Department Heads will also be responsible for notifying the Museum Security Administrator when an employee has reached the end of an appointment or when a staff member, student, or visiting researcher's access to the museum should be suspended or modified due to termination, suspension, or change in duties.

VI. PROCEDURES

A. How to Add People to the UAF Lenel OnGuard Access System

1. The Museum Director, the Director's designee, or Department Head will provide to the Museum Security Administrator the following information, via e-mail, 5 business days prior to the date an access grantee will need access:
 - a. Access grantee's full name.
 - b. University ID number (if a UA employee or student).
 - c. Access levels to be assigned.
 - d. If access is temporary, dates for which access will be granted.
2. The Museum Director, the Director's designee, or Department Head will submit to the Museum Security Administrator a completed and signed Museum Access Agreement at the time access is assigned.
3. The Museum Security Administrator will provide the access grantee's information to the UAF Polar Express Office and will ensure that the requested access levels be assigned.

B. Personnel Procedures for Gaining Access

1. Staff, students, and research associates (when possible) will obtain a Polar Express Card from the UAF Polar Express Office prior to being granted access.
 - a. Staff, students, and research associates are responsible for returning keys when employment or affiliation is terminated or when requested by their supervisor / Department Head, or Museum Director.
2. Volunteers will obtain a Polar Express Card or UAF Polar Express Courtesy Card from the UAF Polar Express Office prior to being granted access.
3. Visiting researchers may be issued a Departmental Courtesy Card and keys by their Department Head, which they are responsible for returning at the end of each visit to UAMN.
4. All escorted visitors must be met by a UAMN staff member or collections department representative at the Museum Admissions Desk.
 - a. Visitors must sign the UAMN Non-public Areas Visitor Log, which is kept at the Museum Admissions Desk, when arriving at the Museum (sign-in every day of visit). Groups of over 5 individuals may be signed in as a group.

C. VIP Tour / Escorted Visitor Guidelines

Tours of non-public spaces are a valuable way to share the collections and research-based activities of the Museum with the general public. These tours are often of mutual benefit to the Museum and the tour participants, but careful supervision of groups is essential to ensure the safety of visitors and the security of collections. Diligent supervision is most critical for larger groups and for younger visitors. In order to maintain the security of the collections and safety of tour participants, while not disrupting work activities of Museum employees and researchers, these guidelines should be followed at all times:

1. Tour leaders may include the Museum Director, Curators, and Collections managers. Other individuals may be specifically designated as tour leaders by the heads of collections with written permission copied to the Museum Security Administrator.
2. Tour leaders must:
 - a. Ensure that tours can take place without endangering collections;
 - b. Promote appropriate conduct by tour participants;
 - c. Assume responsibility for any and all damages incurred.

3. Tours should occur during regular Museum business hours, unless special accommodations have been requested and approved by relevant departments.
4. Tours in the collections range should be limited in number to no more than 15 visitors. If the group is larger than 15, they should be split into two smaller groups, with at minimum, one Museum representative per group. Ideally, each 15-person-group should have two Museum representatives participating, one at the lead and one at the back of the group. Groups of 10 or more must have two Museum representatives; one in front of and one behind the group.
5. Tours in the collections range will only take place in sections under the direct responsibility of the Museum representative, unless express permission has been granted. Groups will be escorted around the perimeter of the range, crossing aisles only in sections under the direct responsibility of the Museum representative.
6. Tour participants must be reminded of the following rules of conduct:
 - a. Do not touch anything unless expressly informed otherwise.
 - b. Do not stray from the group.
 - c. No food or drink is allowed in the collections range or labs.
 - d. Heavy coats, backpacks, and oversized bags should be left in collections labs.
 - e. Photography is limited to the collections under the responsibility of the tour leader.
 - f. No running.
 - g. If a tour participant requires a trip to the restroom, a Museum representative will escort them to and from the restroom.
 - h. Noise level will be kept to a minimum to avoid disturbing Museum employees.
7. All organized groups of school-age children must be under the direct control of at least one adult (teacher or parent) for every 10 children on the tour, as well as at least two Museum representatives.

D. Loss of Polar Express, Courtesy, or Department card

Staff, students, research associates, and visiting researchers must immediately notify the Polar Express Office, their Department Head, and the Museum Security Administrator when a Polar Express Card, Courtesy Card, or Departmental Card is lost or stolen. Loss of a card must be reported immediately so that the card can be de-activated; if the card is later found, it can be re-activated at no charge. The Polar Express Office can be reached at 474-7657

E. Masking and Unmasking Public Space Alarms

The Visitor Services Department is responsible for masking and unmasking the gallery and perimeter alarms and unlocking the East vestibule door when the Museum is open to the public.

F. Accidental Alarm Activation

If an alarm is accidentally activated, the person responsible for the activation must immediately contact UAF Fire and Police Dispatch at 474-7721 and notify them that it was an accidental alarm.

G. Repercussions of Policy Violations

In the event that an access grantee is found to have violated any of the guidelines stated in this policy, the following process will be enacted in this sequence (depending on the severity of the infraction – some may warrant immediate termination of access):

- First Offense: Museum Security Administrator will issue a verbal warning to the violator. The supervisor may or may not be notified. Depending on the severity of the offense, the access grantee's privileges may be reduced or revoked for a probationary period.

- **Second Offense:** Museum Security Administrator will issue a written warning to the violator and the supervisor will be notified. The access grantee's privileges will be reduced or revoked for a probationary period.
- **Third Offense:** Museum Security Administrator will revoke all privileges and the Museum Director will be informed of the history of offenses. The Director and Supervisor will determine whether the access grantee will have access reinstated and at what level.

Note: If personnel show a history of disregard for the Security Policy and violations of different kinds occur over time, the Museum Security Administrator has the authority to temporarily revoke access privileges in order to discuss this history with the individual's supervisor or sponsor and/or the Museum Director. A new probationary period may be put into place before full access is restored. If the individual's access affects other collections, all affected Department Heads will be consulted regarding the potential restoration of access.

H. Process for Extending Access Privileges to Students or Volunteers

A Curator or Department Head may wish to extend the basic level of access privileges to students ("curatorial assistant," "student assistant," or "student researcher") or long-term volunteers. The following conditions must be met for privileges to be extended to a "24/7" level for museum building, laboratory, and/or collections range access:

1. The student must show at least 3 months of regular access without any major violations to the policy.
2. The Curator or Department Head submits a written (preferably email) request to the Museum Security Administrator justifying the need for extending access privileges.
3. The Museum Security Administrator will grant extended privileges for that student while monitoring their access to the facility.

VII. JUSTIFICATION

According to the UAMN Collections Management Policy (rev. 2007) "Controlled access of the public, researchers, and Museum employees to UAMN collections limits the opportunities for unauthorized use, damage, loss, theft, and/or destruction of collections. It also aids in the control of human traffic in the collections range and processing areas."

The National Standards and Best Practices for U.S. Museums promoted by the American Association of Museums state that two of the Characteristics of Excellence Related to Collections Stewardship are:

- "The museum has appropriate measures in place to ensure the safety and security of people, its collections and/or objects, and the facilities it owns or uses.
- The museum takes appropriate measures to protect itself against potential risk and loss."

Likewise, the criteria for institutions wishing to be identified as repositories of Federal collections (see 36 CFR 72) require appropriate policies and procedures to limit and control access to collections.

VIII. GLOSSARY

Access Grantee: A person to whom museum access has been granted by the Museum Director or a Museum Department Head.

Non-public Areas: Areas of the museum not accessible without the use of a Polar Express Card or a key. Areas outside the lobby, galleries, classroom and administration suite.

Visitor: A person who is entering museum non-public areas, but is not an access grantee or volunteer

Volunteer: According to University of Alaska guidelines, a volunteer is a person providing services without compensation for those services. A volunteer does not have an employment relationship with the Museum and receives no wages, salary, or other compensation for services. They may or may not be access grantees.

Masking: The process of deactivating a portion of the Lenel Security System.

Unmasking: The process of arming a portion of the Lenel Security System.