[No changes: May 28, 2019]

Angelo State University
Operating Policy and Procedure

OP 36.02:   **Control and Issuance of Keys**

DATE: May 28, 2019

PURPOSE: The purpose of this Operating Policy/Procedure (OP) is to provide increased security of university facilities, establish guidelines for key use, and provide for the central administration, control, and issuance of all university keys.

REVIEW: This OP will be reviewed in October every five years, or as needed, by the director of facilities management and university locksmith with recommended revisions forwarded through the vice president for finance and administration to the president by November 15 of the same year.

POLICY/PROCEDURE

1. **General Policy**

    a. This OP provides a standard key control system common to the entire university for the issuing and management of all keys to university facilities. It is administered by Facilities Management (FM) through the ASU Key Shop with university keys and key records issued and maintained by the university locksmith.

    b. A university key is identified as any key that allows access to a campus building or space within a building issued to an individual by the ASU Key Shop or by the designated department. (See section 5.e). Each key is state property entrusted to the individual for his/her exclusive use. Defacing, marking, altering, duplicating, loaning, or selling of any university key is prohibited.

    c. Department heads will maintain control of keys for departmental equipment, files, desks, etc. The ASU Key Shop will control only building keys, but will respond to service requests for any repairs necessary on a departmental charge basis.

    d. An individual key holder will be authorized only one key per room or space.

    e. The reproduction of university keys is prohibited, except by the university locksmith. Individuals who violate this policy or who reproduce keys or allow them to be reproduced without authorization shall be subject to disciplinary action and/or possible termination of employment. Students who violate this policy will be subject to disciplinary action and/or dismissal from the university. If it has been determined by the university that keys were illegally reproduced and the security of university facilities has been jeopardized, the individual who reproduced the keys will be responsible for the cost of re-keying.

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2. Central Key Control

   a. The following responsibilities are assigned to the ASU Key Shop personnel:

      (1) Program, develop, and assign all keyway systems, codes, and schedules for university facilities; coordinate keying schedules with building users, and emphasize security rather than convenience.

      (2) Maintain a central key control file and up-to-date records of keys issued for all locks and spaces.

      (3) Supervise and arrange all keying and re-keying of university facilities.

      (4) Coordinate the key issue records.

      (5) Process all key requests including receiving, cutting, and issuing of all keys. Receive all keys to new facilities or locks from contractors or vendors.

      (6) Perform all lock work, except those required under construction projects.

      (7) Report all lost keys to the ASU Police Department and department heads concerned.

      (8) Receive, record, and issue receipts for keys returned from terminating or transferring personnel.

      (9) Inform the department and the ASU Police Department of any terminating employee or student who fails to return any keys, upon confirmation of termination.

   b. The following responsibilities are assigned to department heads:

      (1) Authorize the issue of departmental keys to assigned personnel on a *Key Authorization* card obtained at the ASU Key Shop. The information requested must be typed and the form personally signed by the department head. Typed or block printed forms with an original signature are preferred to ensure accuracy and authenticity. Illegible forms will be returned to the department.

      (2) Authorize a specific individual to coordinate the issuing of departmental keys, notify the ASU Key Shop of this authorization and submit the signatures for file records.

      (3) Authorize the issue of keys only to individuals; multiple copies of keys will not be issued to be stored and distributed by the department. (Exception - see section 5.e.).

      (4) Withdraw the authorization of key holders and request all keys be returned.

      (5) Report to the ASU Key Shop personnel any key holders who have terminated or have transferred to another department or activity. The last day of work should be shown on the report. The report should be in written form and the department should retain a copy.

      (6) Report lost keys to the ASU Key Shop and the ASU Police Department.

c. The following responsibilities are assigned to individual key holders:

    (1) Obtain authorization from the department head to be issued specified keys.

    (2) Personally pick up authorized keys from the ASU Key Shop and sign the key issue records when the keys are received.

    (3) Maintain security of all university keys issued.

    (4) Report lost keys to the department head.

    (5) Return keys to the ASU Key Shop when terminating or transferring to another department. Keys should not be turned-in to the department head. The ASU Key Shop will issue receipts for the returned keys.

    (6) Retain the receipt for keys issued and for keys returned by obtaining both forms at the ASU Key Shop.

3. Request for Special Keying or Key Changes

a. Special security keying of specified rooms may be permitted with the written request of the department head. Such special keying will remain within the coding of the building keying system and will be set up by the ASU Key Shop. Any requests to remove a room or area from the building master key system must be approved by Facilities Management. Keys for such areas will be made available to the ASU Police Department. Areas removed from the building master key will not receive custodial or maintenance services except by special arrangements. The cost of specialty re-keying will be the responsibility of the requesting department.

b. Private locks, individually or departmentally owned, will not be installed on building facilities. Only ASU Key Shop personnel will remove, install, change, or repair any lock used for space control. Any unauthorized locks installed by an individual or department, including padlocks installed for space control, will be removed and confiscated by the ASU Key Shop. The cost of new locks and/or any repairs to doors, door frames, etc., caused by lock installations will be charged to the department. At the discretion of the department head, the individual responsible for the installation of any unauthorized locks may be charged for the cost of the locks and repairs.

c. The cost of re-keying a room, area, or building will be the responsibility of the requesting department when the re-keying is a result of the department's desire to change locks or a departmental initiated renovation.

d. The only exception where the department will not pay for a lock or key change will be for new construction, renovation projects, or scheduled work by Facilities Management to meet the requirements of the new restricted keyway program. Normal maintenance on existing locks or keying systems will not result in a departmental charge.

4. Eligibility and Key Levels

a. Keys will be issued only to individuals who present a valid *Key Authorization* card approved by the appropriate officials and photo identification. ASU Key Shop personnel

will have the authority to challenge any request they deem questionable and, for certain areas, may contact the appropriate official for confirmation or justification.

b. The <u>great grand master key</u> will be issued only upon approval of either the president or the vice president for finance and administration.

c. The <u>building master key</u> is the highest-level key available for issue. It will operate all groups of locks within a building. The key is available for issue only when one department occupies the entire building and, then, only to the department head who has the primary responsibility for the operation of the department occupying the building. The building master keys will be made available to the ASU Police Department and custodial services for permanent issue. Temporary keys may be checked out to certain Facilities Management personnel or other service departments as required. The keys issued will be recorded on the ASU Key Shop's *Temporary Key Issue Record* maintained at the ASU Key Shop. The issue of the building master key must have the approval of the director of facilities management.

d. The <u>departmental master key</u> is the highest-level key available for issue when more than one department occupies a building. The departmental master key will operate all locks to spaces assigned to a department within that building and are classified on the same level as a building master key. The issue of this key will be made only to the department head and other limited department personnel. The issue of the departmental master key must have the approval of the director of facilities management.

e. The <u>departmental sub-master keys</u> are medium/high-level keys available for issue in a department. The sub-master key will operate a certain group of locks within a department. The department head may authorize a maximum of 15 sub-master keys of each series available to department personnel. The issuing of all available sub-master series to one individual will not be allowed. All requests for sub-master keys will be checked against computer records for the maximum number issued and series identification. The issue of the departmental sub-master key must have the approval of the director of facilities management.

f. <u>Individual keys</u> are those that will operate individual locks, two or more locks keyed alike, or areas cross-keyed for departmental functions. Keys may be issued to department personnel at the request and approval of the department head.

g. <u>Building outside door keys</u> are issued for building access to those individuals who must work or have access to a building outside of normal working hours. Approval by the department head is required for a key to be issued.

h. <u>Maintenance keys</u> are used for tunnels, mechanical equipment rooms, and custodial rooms and are keyed to specific keyways and are not available for departmental use. These areas are the assigned responsibility of Facilities Management. Building occupants normally will not have access to these areas. Any requests for these keys must be fully justified in writing by the department head and approved of the director of facilities management.

i. <u>Student keys</u> are issued to students at the discretion and approval of each department head. The student and the department head share joint responsibility to ensure that all keys are returned to the ASU Key Shop when the student has concluded all departmental

activities (see section 5.e). Under no circumstances shall a student be issued any master keys.

5. **Procedures for Receiving and Returning Keys**

a. *Key Authorization* cards are available at the ASU Key Shop.   A *Key Authorization* card must be delivered to the ASU Key Shop, Room 115, Facilities Management, in person between the hours of 8:00 a.m. and 4:30 p.m. Telephone requests will not be honored. All keys will be issued from the ASU Key Shop and with the exception specified in section 5.e.; no keys will be delivered to requesting departments or individuals. When the key is ready to be issued, the ASU Key Shop will contact the department for them to notify the individual, eliminating the necessity of individuals contacting the shop for a status on their request.

b. Keys will be returned to the ASU Key Shop by the individual to whom they were issued. The ASU Key Shop will issue an *Employee Key Clearance* form to the key holder, mail a copy to the department head, and retain a copy. The key holder should keep this receipt as a part of his/her personal records.

c. No charge or deposit is required for the issue of keys; however, the department will be charged for any re-keying required if a terminating employee fails to return his/her keys.

d. If a department is occupying new facilities or if a large area has been re-keyed and a large quantity of keys are required for issue, the ASU Key Shop may make special arrangements with the department to deliver and issue keys at a specified time and place. The department head must submit a typed *Key Authorization* card for each individual and the keys requested (room numbers). A minimum of 24 hours should be allowed for processing the requested keys and the magnitude of the work required will be a determining factor. When the keys are ready, ASU Key Shop personnel will deliver and issue them at the arranged time. Individuals must be present to sign the *Key Authorization* card before the key(s) will be issued. Those individuals not present at the time of this special issue will be required to pick up the keys at the ASU Key Shop.

e. Keys issued to students will be at the discretion of the department head. Keys can be reserved for students employed by the department and for some students working on projects. Keys issued to these students will be processed through the normal channels and approved by the department head. The ASU Key Shop will issue keys to the individual student.

6. **Transfer of Keys**

Under no circumstances will any key be transferred from one individual to another. All keys will be returned to the ASU Key Shop, with reissue made only by the ASU Key Shop and proper approval of the department head.

7. **Recovery of Keys from Key Holders**

a. The department head will be responsible for notifying the ASU Key Shop of the termination or transfer of any staff or faculty member to whom keys have been issued, and will instruct the individual to return the key(s) to the ASU Key Shop.

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b. Upon the return of all keys to the ASU Key Shop, the individual will receive an *Employee Key Clearance* form and the department head will be notified of the individual's clearance.

8. Loss or Theft of University Keys

a. The loss or theft of keys should be reported immediately to the ASU Key Shop and the ASU Police Department. The ASU Key Shop will record and identify the locks affected by the lost key and notify the respective department head.

b. The department head in conjunction with the director of facilities management will determine whether re-keying the affected area is necessary. The responsible department will be charged for any required re-keying, but charging the individual responsible for the lost key will be at the discretion of the department head.

   If the department head determines that the individual is responsible for the cost associated with the lost keys, the department head must send a memo to Student Accounts/Bursar's Office requesting that the individual be invoiced for the cost.

   Charges for lost or stolen keys:
Building Master Key	$150.00
Department or Floor Master Key	$100.00
Outside Door Key (includes Residence Halls)	$100.00
Secured (Alarmed Room) Key	$100.00
Interior/Individual Room Key	$50.00
Student Room/Apartment Key	$25.00
Post Office Box Key	$25.00
Padlock or Gate Key	$25.00
Locks Re-Keyed	$15.00

c. Lock and key issues made after normal business hours will be subjected to an additional charge of $50 to the individual or department, unless otherwise determined by the director of facilities management.

d. Departments that require re-keying of doors because of negligence of their staff, faculty or other employees in their department will be subjected to hourly charges of $35.00 per hour by the university locksmith and $15.00 per lock charge and $2.00 per key. Estimated charges will be provided by Facilities Management when the request is made to have the locks changed.

e. In situations where master keys are lost or stolen, large portions if not all of the building, may require re-keying. This scope of work will require a contractor to re-key the building under the direction of the ASU Key Shop. The department or contractor that lost the keys will be charged. The costs of re-keying for the loss of a master key can cost an estimated $10,000-$35,000 depending on the size of the building. The department will also be responsible for costs associated with security in the building while it is being re-keyed.

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9. **Issuance of Keys to Contractors**

   Any contractor providing services on the university campus will check out keys at Facilities Management through the university locksmith. Approval must be given by the director or one of the associate directors of facilities management. Contractors will be required to complete a *Contractor Key Issuance* Form before keys will be issued. Contractors shall return the keys to the university locksmith on a daily basis by 4:45 p.m., unless specific arrangements have been made with one of the directors of facilities management and the department head utilizing the services of the contractor.

10. **Issuance of Keys to Facilities Management Employees to Perform Maintenance on University Facilities**

    All keys issued by the ASU Key Shop will be signed out upon issuance and signed in upon return by the requester on the same business day of issuance unless other arrangements are approved with the ASU Key Shop. The keys necessary to perform normal and routine maintenance on university facilities will be issued on a lanyard to Facilities Management employees only with approval by the director or one of the associate directors of Facilities Management. Keys must be kept on the lanyard at all times because of the type of system and its association with the ASU Key Shop's procedures. Building master keys are sometimes required to effectively and efficiently complete maintenance tasks as will be issued with approval from the director of facilities management. All keys issued are required to be returned to the ASU Key Shop the same business day they are issued unless other arrangements are approved with the ASU Key Shop.

11. **Keys to Student Rooms in Residential Facilities**

    a. Spare keys to student rooms or apartments are kept in locked and secured cabinets at each residential facility. Students will report lost or stolen keys to the area coordinator or designee. The area coordinator or designee will issue a replacement key and notify the university locksmith on the next regularly scheduled work day. All lost, broken, or stolen keys for student rooms or apartments will be handled by the area coordinator unless replacement keys are not available. If replacement keys are not available, Residential Programs will be liable for university locksmith charges after normal working hours.

    b. In the event of lost or stolen keys in residence halls, all affected doorways will be rekeyed for security reasons, unless determined otherwise by the director of residential programs.

    c. It is the responsibility of the area coordinator to control and maintain the necessary spare keys for all student rooms or apartments in the event of lost keys after normal working hours.

12. **Re-keying**

    a. All requests for re-keying of a space, area, or building will be made by the department head and at that department's expense. The department will incur costs on a renovation project only if the renovation was initiated by the department.

    b. The ASU Key Shop will coordinate all re-keying and key issue with the department.

13. Unissued Keys

    a. An unissued key is any key that does NOT allow access to a campus building or space within a building or outside a building (e.g. departmental equipment, files, desks, cabinets, etc.).

    b. Departments will retain, manage, and secure all unissued keys within their departments.

    c. Any service relating to an unissued key is the responsibility of the department. Services can be coordinated in-house with Facilities Management for a quoted price or outsourced through an outside vendor.

14. New Key Control Records

The university keying systems and records are being transferred to a computerized keying system. All new keys will be coded with a personal identification number that will allow the ASU Key Shop to:

    a. Index a building to indicate which keys control which space.

    b. Index each key to indicate which space it controls and to whom the key has been issued.

    c. Index an individual to identify all keys issued to that individual.

    d. Index a department to indicate keys issued by that department.

    e. Identify key codes to determine keying systems and indicate which combinations can be used in each building and zones.