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## **Purpose**

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To establish procedures governing the maintenance of access to facilities while safeguarding the personal safety and protecting the physical assets of students, faculty, and staff, protecting the property of Louisiana State University, and avoiding potentially significant costs due to theft, vandalism, or excessive rekeying of locks. The responsibility for developing and implementing key control procedures is with the Office of Facility Services. The systematic control of locks, keys and card access cards is one of the most important components of any safety program. Without proper key control, locks provide little deterrence to illegal or unauthorized entry into a facility. Successful lock and key control require the cooperation and efforts of several parties, including:

Facility Services-Designs and maintains the integrity of the system. LSU Police Department-Provides oversight.

Departments-Safeguards facilities under their use by maintaining proper key assignment policies and security systems and being financially responsible for the cost of rekeying and replacing lost keys.

Individual faculty, staff, and students-Safeguards assigned keys from loss or theft and report these occurrences immediately.

These procedures apply to all facilities on the Louisiana State University campus and remote locations.

## **Key Types**

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- 1 Keys that require signatures from Building Coordinator
  - a. Entrance Key – key to the building entrance door(s)
  - b. Change Key– key to a room, office, classroom, lab, etc.
  - c. Janitorial Key – key to janitorial rooms and storerooms
- 2 Keys that require signatures from Building Coordinator, Associate VP of Facility Services, Dean, and LSU PD
  - a. Roof Key – Key to gain access to the roof
  - b. Equipment Room Key – key to mechanical rooms, electrical rooms, and roofs
  - c. ITS Room Key –key to ITS rooms
  - d. Sub-Master Key –key that opens a group of doors assigned to a department
  - e. Building Master Key –key that opens all doors in a building

## **Policies**

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- 1 Keys are and always remain the property of Louisiana State University.
- 2 Faculty and staff can request submaster, master, change keys and entry keys.
- 3 Graduate students may only request change keys or entry keys. Undergrad students are prohibited from requesting keys.
- 4 Individuals are only allowed 1 issuance of a particular key; no spare keys or duplicates are allowed.
- 5 Faculty and staff members will be issued keys consistent with job responsibilities, actual need and the approval of the Department Head or Dean.
- 6 Graduate students will be issued keys consistent with their job responsibilities, actual need and the approval of the Department Head or Dean.
- 7 Mechanical Room keys will only be issued to Facility Services staff members.
- 8 All lock and key work, including, but not limited to, making, and issuing keys, rekeying locks, replacing and/or repairing locks and related equipment, shall be done by or through Facility Services.
- 9 Departments are financially responsible for the cost of key replacement, as well as any rekeying work necessary to maintain security.
- 10 Keys will be issued by Facility Services based upon demonstrated need for access and approval by department Dean or Head. The lowest level of key will be issued that provides the level of access needed (room, area, sub-master, master, etc.).
- 11 Persons issued keys are responsible for their safekeeping and must immediately notify Facility Services of the loss or theft of any key or access card. If the key is stolen, LSU PD and Facility Services should be immediately notified.

Charges for replacement of key, rekeying or emergency callouts may be assessed to a department.

- 12 Change keys may be issued to visiting scholars with a FAMIS work order and key request. No master or submaster will be issued to visiting scholars.
- 13 Keys shall not be loaned, borrowed, or transferred to another individual without property authority and documentation by Facility Services.
- 14 Keys may not be duplicated under any circumstances, except by Facility Services. Tampering with or duplicating keys may result in loss of key privileges.
- 15 Keys must be returned to Facility Services upon leaving employment with the university or at the end of a person's need for the key. A key charge may be charged to the department for any key or access card not returned to Facility Services. Departments may request that Payroll deduct the charge from the employee's final paycheck if key(s) are not returned at the end of the employee's employment.
- 16 Residential Life is the custodian of keys for all residential facilities. Request to rekey a residence hall room due to loss or theft of a key will be done, using a temporary rekey, the same day due to resident safety concerns. The temporary rekey will be replaced as time permits. Routine key requests will be scheduled accordingly.
- 17 Residential Life will issue undergraduate students keys to their assigned dormitory room and the outer entrance door to their residence hall only.

## **Responsibilities**

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- 1 Facility Services
  - a. Creating and maintaining the university's Lock and Key Control System, including schematics, codes, service equipment and product standards.
  - b. Maintaining in a safe and secure manner for all facilities the master and original keys, as well as related hardware and related documentation
  - c. Issuing keys and keeping key information on file, including:
  - d. Lock and key control systems.
  - e. Inventory of locks and hardware.
  - f. Keys that have been issued and returned by individuals.
  - g. Changing or replacing locks
  - h. Opening locks
  - i. Stocking necessary hardware and supplies
- 2 Departments
  - a. Appointing a Building Coordinator who will determine who requires keys, the access required, and authorizes requests for issuance of keys after approval is received from the Dean or Department Head.
  - b. Ensuring that facilities assigned to the department are secured properly, including the maintenance and activation of security alarm systems, and that staff, faculty and graduate students understand this responsibility.
  - c. Reporting a lost or stolen key immediately to Facility Services.
  - d. Reporting broken keys to Facility Services. Broken keys must be turned in in order to receive a replacement key.
  - e. Collecting key(s) from employees or students at the time they leave employment or have no more need for keys. Collected keys must be promptly returned to Facility Services, along with the name of the person to whom the key was issued.
  - f. Requesting all lock or key work from Facility Services via the established Work Order procedures.
  - g. All Key Request require a Key Request Form.

## **Human Resource Management**

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- 1 Sending notices of employee separation to the Facility Services Lock Shop in a timely manner.

## **Residential Life**

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- 1 Due to the volume and frequency of turnover handled by this department, they are responsible for establishing detailed procedures for the issuance, distribution, replacement and return of keys. These procedures and any changes to them must be approved by Facility Services to ensure that they meet the objectives of this lock and key control policy.

## **Key Check-out Procedures**

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- 1 The lock shop will maintain a master key ring for all buildings and OFS equipment. The lock shop will check out a key ring to qualified individuals and maintain a log that documents date of check-out, specific key rings checked out and the name of the person who checks out the key ring.
- 2 Qualified individuals include
  - a. OFS personnel
  - b. ITS personnel
  - c. Public Safety personnel
  - d. Designers under contract with the University
  - e. Contractors under contract with the University
  - f. Others who have written authorization from OFS

## **Unlocking Doors Procedures**

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- 1 No Facility Services employee will unlock a door for any person. If a person is locked out of a room, they must contact their Building Coordinator to regain access.

## **Key Duplication Procedures**

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- 1 At no time will the lock shop make duplicate key(s) without a work order authorizing the work.
- 2 Requests for duplicating building keys, entrance, room, sub-master & building master key(s) must come from the Customer Service Center & they must be approved by the Building Coordinator. In addition, building master keys must be approved by Associate VP & Chief Facility Officer of FPO & the Chief of LSU Police. The Building Coordinator will approve & enter the request through a FAMIS work order. Keys may not be ordered by phone.
- 3 Requests for equipment room keys for OFS employees and/or service employees must come from the Customer Service Center, and they must be approved by the appropriate OFS Manager or a higher position.
- 4 Requests for janitorial room keys for Building Services employees and/or service employees must come from the Customer Service Center, and they must be approved by the appropriate Building Services Manager or a higher position along with the Building Coordinator.
- 5 Requests for ITS room keys for ITS employees and/or service employees must come from the Customer Service Center and must be approved by the appropriate ITS Manager or a higher position.
- 6 Once the locksmith finishes cutting the keys, they will be brought to the Customer Service Center. Customer Service will contact the requestor and let them know that the key(s) are ready for pick up.

## **Changing Locks / Re-pinning Lock Cylinders (Chargeable)**

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- 1 To ensure that Emergency personnel have access to all LSU property, LSU uses proprietary lock systems and prohibits anyone other than OFS lock shop personnel to change a lock, duplicate keys, re-pin cylinders or add pad locks to doors and gates.
- 2 If a department has compelling circumstances and would like to request that a space be removed from the proprietary lock system, they must make a written request to OFS, Associate Director of Facility Maintenance. Approval to remove any lock from the proprietary system will only be given in extreme situations.
- 3 If a faculty or staff member believes that the security of an office, lab, or building has been compromised, they should contact LSUPD immediately. LSUPD and OFS will work with the building coordinator to determine which lock cylinders need to be changed (re-pinned).
- 4 OFS Customer Service Center will issue a work order which will outline which lock cylinders are to be changed and which keys are needed. Individual work orders will need to be placed for different employees. The lock shop

will re-pin and install the cylinders. The keys will be delivered to Customer Service Center, and they will inform the requester that their keys are ready to be picked up. Once the key has reached the Customer Services Center the requester has three months to pick up the key before it is returned to the lock shop.

### **Emergency Keys**

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- 1 OFS maintains a key box containing building keys in the Customer Service Center for use by OFS and other service personnel to access buildings after hours. Keys may be checked out by qualified personnel and must be returned the same day they are checked out.
- 2 LSUPD and OFS locksmiths have a master building key ring which provides access to all campus buildings. In case of an emergency, LSUPD will respond and if necessary, the locksmith on-call can also respond.

### **Key Request Procedures**

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- 1 This form shall be filled out electronically (typed) in the fillable PDF file. A handwritten form will not be accepted.
- 2 All Key Requestor Information is to be filled out; an incomplete form will not be accepted.
- 3 Specify the building, room # or key code, and any notes related to the key.
- 4 The Building Coordinator or an Alternate Building Coordinator must sign every Key Request Form.
- 5 If a Sub-Master or Master is being requested, there shall be additional approval from the Dean or Director, the OFS Executive Director, and the LSUPD Chief of Police. The Department is responsible for getting the Dean or Director's signature; OFS is responsible for getting the OFS Executive Director and the LSUPD Chief of Police's signatures.
- 6 This form must be attached to the Work Order in the Work Order System. Emailed Key Request Forms will not be accepted.
- 7 The Requestor will be the only person allowed to sign and pick up their key(s). No one can pick up keys and sign for another individual.

### **Key Transfer Procedures**

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- 1 Key Transfers will only be processed with a filled-out key transfer form sent directly to the Lock Shop Manager. If this cannot be done, keys will have to be returned and purchased again for keys to change hands between employees. See the following Key Return section.
- 2 Transfer employees will have to come in person and present their LSU ID and sign for the key.

### **Key Return Procedures**

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- 1 Fill out a Key Return Form and affix the key in an envelope to the completed form. The form and key will be returned to the Front Office (CSC) at Facility Services. A key return can be completed by anyone.

### **Key Error Procedures**

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- 1 In the case of a non-functional key, please instruct the key holder (the person who has been issued the key) to return the incorrect key to the Facility Services Front Desk (CSC). The CSC will then put the key in an envelope with the key holder's name and the room number written on it and call the Lock Shop Manager directly to retrieve the key and the issue will be addressed as soon as possible. If the Lock Shop Manager is not available, CSC will send a follow up email to the Lock Shop Manager and will receive a prompt response.

### **Lost / Stolen Keys Procedures**

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- 1 Lost/Stolen keys must be reported immediately to the front desk of Facility Services and LSU PD as soon as it is discovered that the key is missing.
- 2 A new Key Request form will have to be filled out to reissue the key. See Key Request Form Procedure.
- 3 To maintain campus security locks will have to be rekeyed that are accessed by the lost key.
- 4 In the case of a broken key, the key must be returned to Facility Services before a replacement can be issued. If it cannot be turned in, it will be treated as a lost/stolen key & an LSU PD report will be required before the replacement can be issued.