

## **KEY / CARD ACCESS CONTROL POLICY FOR FACULTY, STAFF AND STUDENTS**

### **I. Purpose**

The purpose of the Key/ Card Access Control Policy is to provide reasonable security and privacy to the University community. This policy will provide individuals assigned to use University facilities with the guidance and regulation of the issuance, accounting, control, and return of all keys/ access cards used to control access to University facilities and/or property.

### **II. Scope**

This policy applies to all locking devices securing University facilities and those individuals authorized to use them.

### **III. Administration and Interpretations**

This policy and procedure are administered jointly. Facilities Management through its Key Control Manager and Card Services administer the key portion. Questions regarding this policy or procedure should be referred to the respective area.

### **IV. Definitions:**

#### **A. Key Control Manager**

The Key Control Manager is the individual responsible for the issuance and control of all keys, as well as the control and maintenance of lock cylinders and lock systems. The Key Control Manager keeps records of all lock cylinders and key holders in the University system.

#### **B. Key Control Data**

Key Control Data is all data relevant to: key issuance, key replacement, specific locations, key holders, and accountable budget.

#### **C. Key Control Database**

The computerized key control database is a centralized, protected, efficient system for recording, storing and accessing key control data.

## D. Issued Key Report

An Issued Key Report is a listing of keys issued to the faculty or staff who access the facilities. A report is available upon request.

## V. Key Policy

### A. General Information

#### 1. Pick Up and Drop Off of Keys (Faculty/ Staff)

- All issued, repaired, or replaced keys must be picked up by the key holder at the Facilities Management office located at 723 N. 18<sup>th</sup> St during the business hours of 7:00 a.m. to 4:30 p.m. M-F.
- Key holders will be notified upon completion of a request so they may pick up their key(s). Damaged keys may be dropped off at the same location and hours.

#### 2. Duplication of Keys

- No key will be duplicated without approval of the Key Control Manager. Only one key for a specific door will be issued to any one person.
- **Exceptions:** Exceptions may be made when one person must distribute keys to multiple individuals such as graduate students to access laboratories. Under these conditions and with the approval of the Key Control Manager, multiple copies of keys will be issued to the Dean, Department Head, or designated representative. Persons issued multiple copies of keys are responsible for all keys they distribute.

#### 3. Numbering System for Keys

- An identifying serial number will be stamped on each key. The serial number for each key will not identify a building or lock.

#### 4. Repair of Locks, Keys, or Door Hardware

- All repairs or additions to any University locking device, key, or door hardware will be controlled by the Director of Facilities Management and documented with a numbered

work order. A copy of this work order will be forwarded to the Key Control Manager.

## 5. Key Control Database

- The Key Control Manager will maintain the Key Control Database in a current and up-to-date status.

## 6. Termination, Retirement, or Separation from the University

- Upon termination, retirement, or separation of an individual from the University all keys must be collected by the responsible supervisor who must return the keys to the Key Control Manager for file closure.
- If an employee changes offices or departments within the University keys should be returned to the Key Control Manager.
- All changes regarding key holders should be reported to the Key Control Manager to update the key control database.
- If a key is lost or not returned upon termination, separation, or retirement, the lock may be changed. The Key Control Manager has the authority to determine if a lock(s) need to be re-keyed to maintain security. This expense may be charged to the department.
- A “Key Return Form” (attached) must be completed and accompany any returned keys.

## B. Faculty and Staff

A key request may be submitted using the “Service Request Form” located on the Facilities Management web site:

<http://www.creighton.edu/adminfinance/facilities/servicerequestform/index.php>

### 1. Issuance of Keys

- A Dean or Department Head or their designated representative and the Key Control Manager will authorize issuance of a key using the service request form.
- The Dean or Department Head may only issue keys to established areas under their direct responsibility.
- Keys will be issued to members of the University community only. Persons receiving a key must be a Faculty or Staff member.
- Persons receiving a key are responsible for the care, custody, and control of the key.

## 2. Broken, Lost, or Stolen Keys

- Broken or damaged keys must be returned before a duplicate key may be issued.
- Lost or stolen keys should be reported to Public Safety or Department Head along with the Key Control Manager.
- Lost or stolen keys may necessitate re-keying in areas accessed by the missing keys. If the lock is changed, a new key will be issued to the owner and costs for the changes may be assessed to the key-holders budget. The Key Control Manager will determine the need for a lock change.
- The Dean or Department Head and the Key Control Manager must approve exceptions.
- Replacement key and lock change expense will be charged to the Dean or Department Head.

## C. Students Residing on Campus

### 1. Issuance of Keys

- The Resident Director is responsible for the issuance of keys to the students, faculty, or staff residing or working in their building. The Key Control Manager maintains an "Issued Key Report" for each residence hall. The Key Control Manager does not need the names of students who receive student room keys.

### 2. Key Inventory

- Each student room should have three keys, one for each student and one for the lockout box at the service desk.
- Rooms in McGloin Hall have six keys, one for each of the four students and one key for each of the two bedrooms to be kept in the lockout box at the service desk.

### 3. Lock-Out Keys

- The Resident Director will maintain one lockout key per student room in the key file box. This lockout key will be issued only for emergency lockout and repair service. The key file box must be regularly maintained to insure that no keys are missing. When a lockout key is issued, it must be checked out to the resident following appropriate departmentally approved processes.

#### 4. Broken, Lost, or Stolen Keys

- In the event of a broken key, both pieces of the key must be attached to a “Residence Life Service Request” form and returned to the Key Control Manager before a duplicate key may be issued. An exception may be made if the bow piece of the key is returned without other key pieces. The fee for the replacement of a broken key is \$8.00.
- Lost keys must be reported to the Resident Director. The lock will be changed with new keys issued to the Director.
- The old keys should be returned to the Director or Key Control Manager. A fee of \$40.00 will be charged for the lock change in all residence halls except for McGloin, which will carry a \$70.00 fee due to the additional number of locks required for each room. Resident keys, which are lost at the start of summer break, do not necessitate a lock change.
- Stolen keys must be reported to the Director and to Public Safety if necessary. The lock will be changed in the same way as for lost keys.
- All fees will be charged to the resident(s) of the room requiring service.
- The fee for keys lost at the end of the year may be deducted from the resident’s room deposit.
- The Resident Directors are responsible for the recovery of lock fees.

#### D. Facilities Management

- Personnel of Facilities Management will be issued keys for assigned work areas only. Keys will be issued on a daily basis and returned at the end of each work shift to be verified by the supervisor. Permanent assignment of keys to personnel of Facilities Management will be made in cases of need, determined and authorized by the supervisor and Key Control Manager. Keys issued for high security areas must have additional authorization of the Dean or Department Head.

#### E. Public Safety

- Personnel of Public Safety will be issued keys for assigned work areas only. Keys will be issued on a daily basis and returned at the end of each work shift to be verified by the supervisor. Permanent assignment of keys to personnel of Public Safety will be made in cases of need, determined and authorized by the supervisor and

Key Control Manager. Keys issued for high security areas must have additional authorization of the Dean or Department Head.

#### F. External Contractors

- Issuance of keys to contractors to perform repairs to campus facilities must be approved by the Director of Facilities Management or designated representative. Upon approval, the contractor will be issued a key and must return the key to Facilities Management by the end of each business day.

### VI. Card Access Policy

#### A. General Information

##### 1. Issuance of Cards

- The Card Services Office issues identification cards that are also used as a security access card into buildings and some parking areas on campus.

##### 2. Activation of Cards

- Card Services performs the activation of access cards within the access control system. Under defined circumstances Public Safety may be consulted.

##### 3. Damaged, Lost, or Stolen Cards

- Card Services will replace damaged, lost, or stolen cards. Cardholder may incur a fee. Lost or stolen cards must be reported to Card Services. See [www.creighton.edu/cardservices](http://www.creighton.edu/cardservices) for more information.

### VII. Amendments or Termination of Policy

Creighton University reserves the right to modify, amend, or terminate this policy at any time.

## Key Return Form

### Initiator Information:

Name	
Date	
Building	
Room #	
Department	
Phone	
E-mail	

### Key Holder Information:

Name	
Building	
Room #	
Department	
Fund/Org #	
Phone	
E-mail	
Responsible Supervisor	

### Keys(s) Returned: (List key numbers of keys returned)

1.	5.	9.
2.	6.	10.
3.	7.	11.
4.	8.	12.

### Comments / Special Instructions:

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Returned by: \_\_\_\_\_ Date: \_\_\_\_\_

(Key Holder)

Approved: \_\_\_\_\_ Date: \_\_\_\_\_  
(Dean / Department Head / Designated Representative)

Approved: \_\_\_\_\_ Date: \_\_\_\_\_  
(Key Control Manager)

