Key and Electronic Lock Policy, University of Kansas, Lawrence

Policy

Purpose:

To describe the University’s requirements for installation, maintenance, and replacement of conventional locks and electronic locks; to describe the process for determining which systems should be used to provide appropriate and cost-effective security in specific situations.

POLICY STATEMENT:

All university facilities must be secured utilizing university-approved conventional locks or electronic locks. Facilities Operations and Planning (Facilities Operations) has responsibility for oversight of university locks, and no university lock of any type shall be altered or replaced without the approval of Facilities Operations.

Keys are university property. Any duplication outside of the Facilities Operations Lock Shop is prohibited. Keys, KU Cards, and/or access codes may not be transferred or loaned to unauthorized individuals. Lost or stolen keys, KU Cards, and/or codes must be reported to the issuing unit within 24 hours of the loss. Such loss or theft may require rekeying or reprogramming of locks in the affected space. Failure to return issued keys may result in charges associated with the cost of rekeying; refusal to return keys upon request will result in a report of theft of University property.

Facilities Operations is responsible for issuing keys to vendors and contractors. Unit representatives and individual members of the faculty and staff are not authorized to do so.

Responsibility:

The Office of the Provost and Executive Vice Chancellor is responsible for ensuring that standards for university-approved conventional and electronic locks are adopted based upon the recommendation of the Office of Public Safety, Facilities Operations, Information Technology, and the KU Card Center. The Office of Public Safety, in consultation with Information Technology, Facilities Operations, and the KU Card Center as appropriate, is responsible for recommending to the Vice Provost for Administration and Finance security systems that, when used properly, provide a reasonable level of protection for facilities, property, and persons. These systems may include keys, electronic locks, alarms, and cameras. Recommendations will be based on the intended use of an area, the value of its contents, the accessibility required, and the available security options. (See the Policy on CCTV at
https://documents.ku.edu/policies/provost/VideoTechnologies.htm for more detailed information about use of cameras for security.)

Facilities Operations is responsible for providing or approving contractor procurement of key and electronic lock systems, installing and maintaining locks and door hardware, making and issuing keys to units, and maintaining records of the unit staff members who request keys.

Units are responsible for issuing keys to authorized individuals within the unit and for maintaining records of individual keys assigned. When an individual who has been issued keys leaves university employment or active academic status, the unit is responsible for collecting the keys and maintaining records documenting their return. Units approved for use of an electronic lock system for non-instructional space are responsible for programming the locks. Units may not place electronic locks on instructional space unless they have obtained a recommendation from the Office of Public Safety and a written authorization from the Associate Vice Provost for Operations.

Individual employees are responsible for ensuring that the office, laboratory, or other work space assigned to them is secured when they leave the space. Employees are expected to report the loss or theft of a key or KU Card to their unit within 24 hours.

PROCEDURES:

REQUESTING KEYS AND LOCKS

Requests for keys, conventional locks, or electronic locks for non-instructional spaces should be made to Facilities Operations Lock Shop, should include a room number(s) and a contact person for coordination of the installation, and should have the approval of the appropriate Vice Provost, Dean, Director, or Department Chair. For electronic locks, a recommendation from the Office of Public Safety also is required.

CONVENTIONAL KEY TYPES, ELIGIBILITY, AVAILABILITY, AND SECURITY

Conventional key types range from individual room keys to building grand master keys. See the Definitions section of this policy for more detail. In determining what type of key to issue, units are expected to review the individual’s responsibilities and to issue the lowest level of key type that will provide the necessary access. The goal is to issue as few keys as possible.

Facilities Operations will provide two keys per key code at no charge to occupants/units for all new locks. Generally, this means two keys per door, except when doors are keyed alike. A unit that requests additional keys will be billed for them.
Units must store all keys that have not been assigned in a secure key cabinet or other locked cabinet and must designate an individual who is responsible for secure key storage and maintaining a record of all keys assigned to the unit and its individual members. Obsolete or unneeded keys should be returned to the Facilities Operations Lock Shop. Damaged keys will be replaced without charge.

ELECTRONIC LOCKS
Electronic locks currently in use will be maintained until the lock’s condition requires total replacement. Replacement of any existing electronic locks and installation of all new electronic locks will be subject to this policy. Electronic locking systems are to be installed in areas requiring additional security. Only the currently approved card-access electronic lock system will be installed. External doors will be equipped with University-approved conventional key locks or online card readers. Only the Facilities Operations Lock Shop or approved contractor will purchase and install the locks. When lock installation is included in new construction or a major project by an outside contractor, the Lock Shop will approve the installation, including hardware and the over-ride cylinders. The unit requesting installation of an electronic lock will be responsible for the cost of the lock and installation and for providing a computer, hand-held device, and/or any accessories required for programming the lock. (Contact the Facilities Operations Lock Shop for specifics.) The software and access list must use the included password protection and should be stored only on a highly access-limited system drive or secured computer. Electronic locks will have the University approved key over-ride lock cylinder. The key over-ride will be keyed separately from the existing building system keyways, and keys will not be issued to any other units. Only two keys will exist for the over-ride locks; Facilities Operations Lock Shop will hold one for its maintenance purposes and the other will be secured as back up to the Lock Shop’s key. Facilities Operations Housekeeping supervisory staff and non-commissioned security personnel in the Office of Public Safety will have KU Card access to all rooms with electronic locking systems. Designated individuals in units having KU Card access systems will be given “read” access to that site. In a few instances, other campus units that provide after-hours service/maintenance operations also may require KU Card access for their employees. The unit will be responsible for making those contacts and arrangements.
Access programming for an electronic lock will be the responsibility of the unit that requests the lock. The unit will be responsible for providing the names and telephone numbers of three contact persons who can address access issues after normal business hours in the event that the lock system fails to operate normally or if there is an emergency. If an electronic lock system malfunctions because the unit that requested the lock has damaged or mis-programmed it, repair, reprogramming and/or replacement of the lock system will be at the unit's expense.

ONLINE CARD READERS
The University has an approved IP-based door access control software that is part of the KU Card system. It provides the capability to track and configure door access 24/7, and can tie the software to integrated alarms management and surveillance solutions. A department interested in this technology should contact the KU Card Center at 864-5845 for additional information.

ALARMS & CAMERA SECURITY
All requests for the installation of alarms and/or camera security are to be submitted to the Office of Public Safety, which will review the request in consultation with Information Technology, Facilities Operations, and the KU Card Center as appropriate and will make a recommendation to the Vice Provost for Administration and Finance for review and approval. See the Policy on the Implementation and Use of Video Technologies for Safety and Security Purposes for further information.

MAINTENANCE
Facilities Operations will provide maintenance services for electronic locks, including battery replacement, and for online card readers. The unit bears the cost of replacement.

RE-KEYING
When circumstances warrant, units may request re-keying of locks. All requests for re-keying due to lost or stolen keys, departmental changes, or programmatic changes are billable work. Re-keying any instructional space requires approval from the Vice Provost for Administration and Finance in consultation with the Senior Vice Provost for Academic Affairs.

SECURITY AREAS
All conventional locks are keyed to a building grand master key issued only to security and maintenance personnel. Requests to key a designated space differently because of security considerations should be referred to Facilities Operations. Custodial and maintenance services for high security spaces approved for separate keying will be provided during normal business hours, with access provided by the unit to whom the space is assigned. In addition, units requesting such secure space will be required to provide
the names and phone numbers of at least three people who can be reached after hours to respond in the event of an emergency.

ISSUING KEYS, CARDS, AND CODES TO VENDORS AND CONTRACTORS

Vendors and contractors working on campus may request conventional building keys through Facilities Operations only. Card access and/or codes will be issued by the affected unit. The vendor or contractor representative must (1) sign an agreement to abide by all provisions of this policy, including the prohibition against duplication or transfer of keys, card access and/or codes, and (2) agree to pay all costs associated with re-keying and/or reprogramming areas if keys are lost, stolen, or not returned or if card access and/or code systems are compromised. Card access and/or codes must be coordinated with the unit responsible for the area and for programming the lock. Because access can be limited by programming for a specific time frame, dates, or expiration dates, the responsible unit will retain control over the area. A deposit will be required for each building key ring. The deposit will be refunded upon return of the keys issued.

Contractors providing temporary locks must advise the Facilities Operations Lock Shop and must provide to the Lock Shop two sets of duplicate keys or two cards and/or codes for emergency access.

Exclusions or Special Circumstances:

The Department of Student Housing is exempted from this policy but is required to maintain internal procedures equivalent to those specified here.

Consequences:

Lost or theft of keys, KU Cards, and/or codes may require rekeying or reprogramming of locks in the affected space. Failure to return issued keys may result in charges associated with the cost of rekeying; refusal to return keys upon request will result in a report of theft of University property.