Lockshop/Key Control Process

Purpose

This document provides an updated version of the University Facility Key Control Program, established April 27, 1984 per the requirements of the 1980-81 State Assembly Bill 2628, that defines the process for card key access and key issuance for faculty, staff and students. The purpose is to ensure that SJSU promotes the security of campus personnel and appropriate access to University property. This plan describes the control, use and possession of keys/access (mechanical/electronic) to campus facilities.

These processes are in place to ensure than only authorized personnel receive access to ensure a process of accountability for the return of keys, and to resolve problems resulting from a lack of access/key control.

The key control process herein identified establishes the necessary control; while at the same time creates a timely method for handling key requests. In addition, the process establishes a procedure to assist Deans and Department Heads with the necessary record keeping for their respective areas so that audits of keys issued can be conducted and overall control of employee safety and protection of State property may be enhanced

Description

Access control on the SJSU campus is divided in three (3) categories. SJSU currently provided the following types of building access:

A. Mechanical Key System (FD&O)
    Any mechanical device used to operate entry/exit to a controlled area. These locks operate with the appropriate master key.
B. Push Button/Combination Lock (FD&O)
    A combination type of automated locking system used to operate entry/exit to a controlled area. These locks will be considered restricted and the access combination will be controlled by the department. All repairs or adjustments will be on a chargeback basis. All locks will have a Fire Key bypass for Facilities Development and Operations and University Police use. Department will bear the cost of these systems.
C. Card Access System
    A high capacity computerized card access control system operated by Facilities Development and Operations and the University Police Department. An electronic or electromechanical device replaces or supplements mechanical key access. Card keys (normally a credit card style) are used to unlock doors. This system provides entry access as well as interior access within buildings. Departments will bear the cost of these systems.

General Provision

Unauthorized fabrication, duplication, possession, or use of keys to facilities of SJSU is a crime (California Penal Code 469). University keys (mechanical/electronic) are state property and may be recovered at any time. Anyone violating this policy is also subject to administrative disciplinary actions from the University.

Access/Key System

Design of the keying system is the responsibility of the Facilities Development and Operation Lockshop. This design will ensure security and reasonable convenience to personnel occupying campus facilities.

Production:
Facilities Development and Operations Lockshop fabricates all keys and performs all lock changes for campus facilities, except for work performed by on-site contractors under the direction of the FD&O.

Record Maintenance:
The FD&O Lockshop will maintain records of keys to campus facilities, including the names of individuals to whom keys are issued, dates of issue/return/loss. University keys will not be duplicated, except by Facilities Development and Operations Lockshop.

New Installation Requests:
To ensure consistency with existing system, all service requests for new installation or modifications of existing card access systems are review and approved by FD&O.

Changes to Electronic Access:
Changes to electronic access for user access and building schedules as requested by the Department shall be submitted to UPD.

Responsibilities

Deans and Department Heads are responsible for maintaining strict control of all keys in the possession of members of their respective schools or departments. No faculty, staff or students shall possess University Keys without proper authorization from their respective school dean or Department Head. In all cases, keys must be issued through the Key Control Center in compliance with procedures established in this policy.

The Key Control Center is responsible for maintaining the integrity of the University Key Control Program in order to ensure maximum security of persons and property at San Jose State University. All keys issued to authorized faculty, staff, students, contractors and vendors must be processed through the Key Control Center in compliance with this policy.

It shall be the responsibility of each person in possession of University keys to safeguard those keys and immediately report any loss, misuse or theft to the Key Control Center and the University Police Department.

Access

Possession of University Keys does not give a person the right to be in buildings on weekends or after hours unless they are on work assignments, attending a class, or working on a project connected with their studies or teaching. Staff or faculty working other than regular hours should carry their University ID on their person at all times.

Access to University Buildings between the hours of 10:30 p.m. – 7:00 a.m. should be avoided, whenever possible. This will enhance the custodians ability to clean. Departments who grant access, during these hours, should be aware that cleaning standards may not be met.

When Department Heads determine there is need to have students enter the building during times the University is normally closed, i.e. 10:30 p.m. – 7:00 a.m. then they should limit access as listed below.   Students should carry a written authorization from their department with appropriate signatures and their University ID on their person at all times. Students should be cautioned to not prop doors open for their classmates, for security reasons.

I.   Limited access between 10:30 p.m. – 2:30 a.m.
II.   Minimal access between   2:30 a.m. and 6:00 a.m.

a.   Door Entry Access:

Each building that is keyed under this policy will have a primary and secondary entrance door to accommodate faculty, staff, and students. The secondary entrance door will be located on the opposite side of the building from the primary entrance door when practical, otherwise it will be located where it will accommodate the most need.

b.   Elevator Entry Access

Elevator access keys may be provided to accommodate faculty, staff, and students who need to access the building. These keys will be issued on a temporary basis by semester.

c.   Card Access

Card access units may be installed on one outside door to accommodate faculty, staff, and students who need to access the building. These units could also be installed on interior labs for better access control. These cards would be issued on a temporary basis by semester by a department head. The department would assume the cost associated with this type of access.

d.   Key Box

A department who has mass need for a specific key, may request that the Lockshop supply them with the quantity needed. There would be no charge for this initial setup. The Department would have the responsibility of assigning and retrieving keys. The Key Box shall be audited once a year and the department shall be charged for all missing keys. Examples where this is recommended would be: Duncan Hall Elevator, photography labs, engineering labs.

This method is recommended for all students needs other than those on SJSU payroll i.e. student assistant, work study student, graduate assistant.

Temporary/Special Access

Contractor Access:
FD&O's AVP must authorize keys needed by contractors. All requests must contain the Firms name, list a SJSU contract number, FD&O project manager name, and have a specific return date. The individual picking up keys for the Firm, must have a business card and a picture ID before keys will be released. All costs of key recovery or re-keying related to unreturned keys will be the responsibility of the firm to which the keys were issued, and final contract retention payment will not be made until keys are cleared.

Students – Not on Paid Status:
Students not on paid status should not be issued keys from the Key Control Center. If a Department Head determines a need for such a key then the authorization for the key would expire at the end of each semester unless a longer period of assignment is determined and so noted on the card by the Department Head. (Example: Club presidents should be allowed key access to necessary offices and buildings for the duration of their tenure.)

Building Master Key

A Building Master Key shall not be issued to anyone other than a tenured faculty, permanent staff employee, FD&O employees, UPD employees, and appropriate administrators of the University. All requests for Building Master Keys must be reviewed and approved by a school Dean or Department Head, and forwarded to the Associate Vice President of FD&O for final approval. A justification letter should accompany all requests.

Department Master Key

A department master is that key that provides total access to the facility space allocated to a specific Department. All requests for Department Master Keys must be reviewed and approved by a Dean or Department Head.

Office/Furniture/Equipment Keys

Office furniture/equipment keys are issued for the sole purpose of locking or unlocking furniture (e.g. desks, file cabinets) or padlocks or equipment locks which are used to secure University property (e.g. gates, vehicles, tractors). The Office Furniture/Equipment Request Form is color coded white. This service is a charge to the requesting department.

Replacement Request Form

A Replacement Request Form must be filled out if a Key is lost or stolen. Obtain a case number from UPD. Submit to Cashier office for payment and return to Key Control Center. The Replacement Request From is color coded Yellow.

Status Change Form

A Status Change Form is used to update the Key Control Center any time the following occurs:

- Name Change
- Position Change
- Individual Moves Between Departments
- Extension past original due date

Student Records

Those records which may be held When State Keys are not turned into the Key control Center as policy requires. These records include, but are not limited to grades and transcripts.

University Keys

All keys issued by the Key Control center remain the property of San Jose State University. University keys are subject to recall at any time deemed necessary by the University Administration.

A signature authorization form must be on file in the Key Control Center for each department or division. Key requests will only be processed for those cards with valid signatures.

Keys will be available for pick-up between 1-5 days after request is received. Lockshop will not call the individual. Keys left longer than 30 days will be returned to stock and a new request will need to be submitted.

When possible, the Key Control Center may select specific building doors for the use by contractor/vendors.   The door will be equipped with special locking hardware which will accommodate those keys issued to contractors/ vendors.

Dean Or Department Head Responsibility

Each Dean or Department Head shall be responsible for requesting, monitoring, auditing and recovering keys for their respective areas. With Dean or Department Head Approval, the following university Affiliates may be issued keys:

- Faculty
- Staff
- Student (limited basis only and with an expiration date for the end of the semester in which key is approved unless otherwise noted on key request).
- Part-time/temporary employees (limited basis only and with an expiration date being the end date of the temporary appointment). Department Head shall determine due date, if other than the last day of the semester in which key is requested. This due date shall be written on the key card request form.

The University Clearance Form (Attachment B) should be used to recover keys for any paid employee including part-time/temporary employees, graduate assistants, students assistants, and work study students. Student Assistants and Work-Study Students shall follow the same procedures as the Graduate Assistants.

When employees transfer between departments at the University, the department head shall request any keys the employee has for access to their department, building, and files be turned into the Lockshop. The Department Head shall complete change of status form for the employee and forward it to the Lockshop. The Lockshop shall follow-up with the employee, if keys are not turned in within 30 days.

When keys are issued to other than paid faculty/staff/students, it is the department's responsibility to recover the keys. The departments shall utilize the outstanding key report provided by the Lockshop at the end of each semester to place a hold on student records.

Procedure For Issuance Of Keys

(a) The appropriate Key Request Form (Master, Restricted, Exterior, Interior or Furniture/Equipment) must be completed for the type of key needed. All forms must be typed or printed in block letters. The specific room or space the key is to access must be stated on the request. The Key Control Center will issue the most appropriate key to fill the request submitted.

(b) Proper authorization must be obtained on each form (rubber stamp signature will not be accepted).

(c) The person to whom they are issued must pick up all keys at the Key Control Center. Employee must present a SJSU picture ID and sign for keys. In hardship cases arrangement can be made in advanced for keys to be picked up after hours at the University Police Department. When the keys are issued to an individual at the Key Control Center, an information sheet outlining responsibility of those persons possessing University keys will be provided to the user.

(d) A Key Request Package, Filed alphabetically by name, will be maintained by the Key Control Center. This package will consist of an envelope as well as copies of each Key Request Form. The package will be updated each time additions or deletions to an individual's key possession status changes. The key Request Package filing envelope will be color coded for filing purposes.

(e) Computer Entry – in addition to the file maintained at the Key control Center, the Key Control records will be maintained on a computer. Printouts by department will be provided to Department Heads for audit and recovery purposes during the months of December and May.

(f) Duplicate Keys. Duplicate keys will be not be issued to individuals. Each key will be numbered sequentially for audit purposes.

(g) Loaner Keys – The Key Control Center can not loan keys to anyone. All keys issued must be processed through procedures established by policy.

(h) Damaged Keys – If a key is broken or damaged, a replacement will be issued only when the damaged key is submitted with the replacement Key Request Form.

(i) Before any key is issued, the recipient shall sign an agreement that he/she will assume full liability for its replacement cost. The cost of replacing a cylinder core, cutting additional keys and adjusting records is calculated to be $50.00 per cylinder. In the case of sub-master keys, that cost would be $50.00 for each cylinder governed by that sub-master key, the total not to exceed $500.00. In the case of master keys, that cost would be $100.00 for each cylinder governed by that sub-master key, the total not to exceed $500.

Example of Lost Key Cost to Individual, Department, Contractor, etc.

Great Grand Master i.e. 179	$500
Master i.e. 1155, 185, 1570	$500
Building Master	$100
Interior Door	$50
Exterior Door	$50
Office Furniture	$25

Requests For Re-Keying

Under certain circumstances, department may request re-keying of locks. These requests may result from new access needs, lost keys etc. Requests for re-keying should be submitted on a service request form to the Key Control Center which will review the request and determine the appropriate action. Request for re-keying are considered non-routine maintenance requests and will be charged tot he requesting department.

Requests For Special Keying

Each semester the number of requests to remove locks from Building Master keys increases. Honoring these requests requires special keys. This removes the area from custodial care, Building Coordinators inspection. All requests of this nature must have signatures of the responsible Dean or Department Head for approval. Requests must be forwarded, along with written justification to the Key Control Center approval. Approval of such requests carries with it the understanding that the Key Control Center maintain the keys for such areas in a format that allows access by its employees and that the Key control Center will respond to requests for special access ONLY after verifying that the requester is authorized to access the area. The Key control Center will strive to reduce the number of rooms keyed to a system other than Building Master.

Recovery Of Keys

(a) Termination – When an employee leaves University employment, he/she must check out through the Key Control Center. All keys in the employee's Key Control Package must be turned in at that time. A key Control Center employee will sign the checkout (clearance) form indicating proper recovery of keys. The check-out procedure for vendors, volunteer employees or students shall be the same. Should an employee fail to submit State keys when employment ends, the employee's final check will be held until all keys are returned to the Key Control Center. In the cases where a student fails to surrender keys by the required due date, no records, grades, or transcripts will be released until the keys are returned to the Key Control Center.

(b) Transfer or Move – When an employee is transferred or moved either within a department or out of a department, the Deans or Department Head shall up-date their key records as well as those records maintained by the Key Control Center. This process shall be accomplished by completing a status change form. The Department Head shall request that the employee return keys to the Key Control Center. The Department Head will complete a Status Change Form and send it to the Key Control Center.

(c) Name Change – A status change from will be used to up-date the Key Control Center records when a name change occurs. The employee completes the status change form and submits it to the Department Head for approval. The form is forwarded via mail directly to the Key Control Center. Once the status change has been submitted to the Key Control Center for a name change, all future key request must be submitted using the new name, exactly as stated on the status change form.

(d) Due Date- A due date shall be established at time of issue for all student and temporary faculty and staff as to when a key will be returned to the Key Control Center. It will be the Dean or Department Head's responsibility to assure that keys are returned by the due date specified.

i.   All students will have a due date written in on their key card request. If a date is not written in, then the Lockshop shall assign an automatic date as the last date of the semester.

ii.   All temporary staff and faculty shall have a due date written in on their key card request. The due date should correspond with the end date of the temporary appointment. If a date is not written in, then the Lockshop shall assign an automatic date as the last date of the semester.

Computer Data System

(a) <u>Terminal</u> – the entry and retrieval of key control information requires an on-line terminal. Updating must be done on a weekly basis, through a terminal located in the Key control Center to call up a specific department's key inventory for audit purposes. Any discrepancy can be changed accordingly.

(b) <u>Printouts</u> – During the first week of December and May, each Dean or Department Head will receive a printout indicating complete Key Control Center data on keys with due dates. It shall be the department responsibility to notify the student, staff or faculty that have outstanding keys and the need to return those keys prior to the end of the semester.

(c) Annually, at the Start of the Fall Semester (August), a printout will be sent to each Dean of Department Head to assist in maintaining accurate inventory of keys. The Dean or Department Head will review the annual printout and confirm or deny the accuracy of the printout in writing to the Key control Center within thirty (30) days after receipt.

Definition Of Terms

CALIFORNIA PENAL CODE SECTION 469

California Penal Code Section 469 addresses the unauthorized making, duplicating or possession of keys to public buildings. Specifically, it states that " any person who knowingly makes, duplicates, causes to be duplicated, or used, or attempts to make, duplicate, cause to be duplicated, or use, or has in his possession any key to a building or other area owned, operated or controlled by the State of California, any state agency, board, or commission, a county, city, or any public school or community college district without authorization from person in charge if such building or area or his designated representative and with knowledge of the lack of such authorization is guilty of a misdemeanor".

CONTRACTOR/VENDOR

A contractor/vendor is anyone who has a contractual obligation to provide a service to the university.

DEPARTMENT HEAD

That person responsible for administrative control of a sub unit immediately below a Dean or Department Head.

DEPARTMENT HEAD

The term Department Head refers to Vice Presidents, Associate Vice Presidents, Directors, and Deans.

EXTERIOR BUILDING DOOR KEY
The Exterior Building Door Key is issued for the sole purpose of locking or unlocking specific exterior doors.

INTERIOR BUILDING DOOR KEY
The Interior Building Door Key is issued for the sole purpose of locking or unlocking specific interior doors.

KEY ACCESS ENTRANCES
A primary or secondary key operated door for use by faculty and staff.

KEY CONTROL CENTER

The Key Control Center is a unit of the University's Facilities Development and Operations Department. This unit is responsible for making key, installing locking hardware on buildings, furniture and equipment and other keying requirements as necessary to secure State University property.

KEY REQUEST FORM

The following color codes are assigned to the forms:

#1 – Red:	Building Master
#2 – Pink:	Master Key Department
#3 – Tan:	Restricted Key
#4 – Green:	Building Exterior Door Key
#5 – Orange:	Building Interior Door Key
#6 – White:	Office Furniture and Equipment
#7 – Yellow:	Lost/Replacement Key
#8 – Blue:	Status Change

Each person who signs a Key Request From is indicating that he/she assumes responsibility for the University key listed as well as acknowledges that he/she has read Penal Code Section 469 as stated on the Key Request Forms.

All key cards issued for temporary faculty, temporary staff and all student shall have a due date. No Master keys will be issued to these persons.

Extension letters shall be honored, if submitted a minimum of two weeks prior to the end of the semester.

LOCKSMITH

A trained and experienced locksmith who is a staff employee within FD&O supervises the key Control Center.

BUILDING MASTER KEY

A Building Master key Provides total access to a facility. Consequently, only a limited number of Building Master Keys will be issued. When a request is made to issue a Building Master Key, the requesting authority must be prepared to justify the request by submitting an explanation of need.