

1 **Keys and Building Access Cards**

2 Effective: Moved to Policy Library from UPM 12.5(1)

3 Updated/Revised: December 11, 2024

4 Contact: [Department of Public Safety– Building Security Service](#)

5 **Introduction**

6 This policy clarifies the issuance and accountability of all keys and access cards which control
7 access to university buildings and their contents.

8 Building Security Services (BSS) and Key Management (KM) are units within the Department of
9 Public Safety (DPS) that manages keys and manages building access cards to university faculty,
10 staff and students for all general university buildings.

11 **Policy Statement**

12 This policy is established to provide university leaders information and authority to audit and regulate
13 the issuance, transfer and return of all keys and building access cards under the keyed and access
14 controlled system for Iowa State University. This policy outlines the responsibilities of departmental
15 personnel, as well as the holders of keys and access cards.

16 This policy applies to any individual who has been granted authorized access to any university
17 property. All key and building access card holders are responsible for the keys and access cards
18 assigned to them.

19 It is the intent of the university that all buildings shall be locked outside of normal working hours to
20 maximize the security of the buildings, occupants, and building contents.

21 **Authorized Locks, Keys, and Access Cards**

22 The installation, changing or removal of locks shall be performed only by DPS Building Security
23 Services through a service request. Electronic locks installed on exterior door(s) must be connected
24 to the ISU network centrally controlled system. Unauthorized locks are prohibited on doors and if
25 found will be removed and discarded. Any damages or repairs resulting from the removal of
26 unauthorized locks will be the responsibility of the department if found in violation of this policy.

27 All keys and building access cards are the property of Iowa State University. DPS Building Security
28 Services is the only authorized supplier for university keys. No person shall knowingly possess an
29 unauthorized key or access card for Iowa State University.

30 ISUCards (university identification cards) issued after May 2009 incorporate dual technology which
31 allows building access. The ISUCard and dual technology card are issued by the ISUCard Office.
32 Holders of the original ISUCard and the original white Building Access Card will continue to use their
33 cards until one of the cards no longer works.

34 **Building Master Keys**

35 Issuance of a Building Master Key (BMK) is regulated through DPS. BMK's can override Department
36 Master Keys. It is the standard practice that only a Department Master Key (DMK) can be issued to
37 building employees as the highest-level key. Departments are encouraged to utilize change keys
38 and the lowest level key for employees to perform their duties. In the event that an employee
39 believes it needs a BMK, the following process shall be followed:

- 40 1. Employee and Key Coordinator submit a request to BSS stating which BMK is requested.
- 41 2. BSS and/or KM review the request.
- 42 3. BSS and/or KM forwards to AVP/Chief of Police with recommendations.
- 43 4. AVP/Chief of Police publishes a decision to BSS and/or KM.

44 BSS, KM, and AVP/Chief of Police will evaluate the request for a BMK on the following criteria:
45 Is there an alternative way to complete the tasks without the usage of a BMK?

- 46 1. Can the task be completed with the usage of a DMK?
- 47 2. Does the issuance of a BMK compromise security for other non-requestor affiliated spaces?
- 48 3. Does the requestor/department have a prior history of timely returns on audits?
- 49 4. Does the requestor have mitigating circumstances (behavioral, performance, attendance,
50 etc. not conducive to issuance?)

51 **Lost or Stolen Keys**

52 In the event a key is lost or stolen, DPS will decide in consultation with the appropriate dean,
53 director, or other designated university leader responsible for the door associated with the lost key if
54 rekeying needs to occur. Costs associated with the rekeying will be paid by the issuing department.
55 Fees for keys not returned are the responsibility of the issuing department. If the issuing department
56 wishes to recover any of these costs from the employee, they must work directly with ISU Accounts
57 Receivable to accomplish that.

58 **Duplication or Lending Prohibited**

59 Duplicating and/or lending keys are prohibited. If an individual lends his/her key(s) to anyone or
60 makes a duplicate so that others can gain access to university property, he/she may be subject to
61 disciplinary action from his/her supervisor and loss of access privileges to university buildings.

62 **Responsibilities**

63 **Dean, Director, or other university leader** is responsible for:

- 64 • The full implementation of this policy within his/her areas.
- 65 • Appointing a member of his/her department to be responsible for the duties of department
66 Key Coordinator and/or department Card Coordinator.
- 67 • Approving the completed annual key and card access audits.
- 68 • Maintaining appropriate departmental records subject to an internal audit.
- 69 • Consult with DPS to determine if rekeying needs to occur in the event that a key is lost or
70 stolen (costs associated with the rekeying will be paid by the employee/department).

71 **Departmental Key Coordinator** is responsible for:

- 72 • Completing a Key Request form (see [Resources](#) below) to assist employees with the request
73 for a new or replacement key.
- 74 • Completing an annual audit for all individuals who have key access to your department/area
75 (see [Resources](#) below).
- 76 • Renewing annually the keys issued to students who have continuing need for the keys.
- 77 • Notifying DPS Building Security Services when an individual has left, no longer requires
78 access, or has returned a key.
- 79 • Returning keys to DPS Building Security Services (keys are issued to individuals and will
80 remain in the key holder's name until FP&M physically receives and processes the keys as
81 returned).

- 82 • Reporting lost or stolen keys immediately (within 24 hours of discovery) to DPS Building
83 Security Services via email to buildingsecurity@iastate.edu or by calling 294-4211; or after
84 hours at 294-4428 to file a report.

85 **Departmental Card Coordinator** is responsible for:

- 86 • Completing an Access Card Request form (see Resources below) to assist employees with
87 card access to doors within your department/area.
88 • Completing an annual audit for all individuals who have card access to your department/area
89 (see Resources below).
90 • Notifying DPS of Students who no longer need access so the access can be removed.
91 • Notifying DPS Building Security Services to remove access privileges to your
92 department/area when an individual has left, no longer requires access, or has returned a
93 card.
94 • Returning access cards that are no longer needed to DPS Building Security Services for re-
95 programming and re-use.
96 • Reporting lost or stolen access cards immediately (within 24 hours of discovery) to DPS
97 Building Security Services via email to buildingsecurity@iastate.edu or by calling 294-4211;
98 and after hours contact police at 294-4428 to file a report.

99 **Technician external to the department** (e.g., ITS, EH&S, FP&M personnel) is responsible for:

- 100 • Initiating key or card access request form.
101 • Obtaining appropriate dean, director or department chair approval for access into the
102 department's space.
103 • Rekeying when keys are lost by technician(s) external to the department as determined by
104 DPS.

105 **Department of Public Safety** is responsible for:

- 106 • Enhancing safety, personal security, and campus access services.
107 • Monitoring, evaluating, and responding to access control alarms generated by the campus-
108 based access control system.
109 • Analyzing and querying access control transactional data as required to meet assigned
110 responsibilities.
111 • Monitoring closed and/or secured campus facilities and providing emergency or approved
112 after-hours access.
113 • Working with FP&M to schedule and complete required manual locking and unlocking of
114 designated campus facilities.
115 • Meeting the requirements listed under both the Department Key and Card Coordinator
116 responsibilities.
117 • Maintain a complete and secure set of metal keys to university facilities for emergency and
118 police access.
119 • Providing Crime Prevention Through Environmental Design (CPTED) input and/or assistance
120 as requested by FP&M or individual units on campus.
121 • Providing input and/or advice to FP&M and the relevant unit on re-keying in the event that a
122 key is lost or stolen.
123 • Determining if rekeying should occur and consult with the Dean, Director or other impacted
124 university leader in the event that a key is lost or stolen.

125 **Key Holder** is responsible for:

- 126 • Picking up keys from DPS Building Security Services.
- 127 • Maintaining and securing keys issued to them.
- 128 • Reporting lost or stolen keys to departmental Key Coordinator immediately (within 24 hours
- 129 of discovery).
- 130 • Confirming that the key has been cleared from their records.
- 131 • Paying any replacement fee resulting from loss or failure to return an assigned key.

132 **Card Holder** is responsible for:

- 133 • Reporting lost or stolen ISU Building Access Card immediately (within 24 hours of discovery)
- 134 to DPS Building Security Services via email to buildingsecurity@iastate.edu or by calling
- 135 294-4211.

136 **Resources**

137 **Links**

- 138 • [DPS Building Security Services](#)
- 139 • [Facilities Planning & Management](#)
- 140 • [ISUCard Office](#)
- 141 • [Department Key and Card Coordinator Dashboard](#)