

335947-09 Procedures for key pickup, return, or requests and/or reporting lost or stolen keys

- (A) Key return. The locking systems office is open from seven a.m. to three p.m., Monday through Friday, and is located in the physical facilities operations center. Keys must be returned by the individual to whom they were issued.
- (B) Key pickup. Keys may be picked up twenty-four hours a day at the dispatch window located adjacent to the university police office in the physical facilities operations center. Keys may be picked up by the person to whom they are issued only upon presentation of an appropriate photo identification.
- (C) Requesting/returning keys or reporting lost/stolen keys. To protect the integrity of the university's master keying system as well as to maintain the safety and protection of university students, employees, and equipment, the following steps are to be taken when requesting keys, returning keys, or reporting lost or stolen keys:
  - (1) To receive a key, a university key card must be completed. Use one key card for each key requested, using current key card format. The requesting individual's university identification number is required. Key cards are available from locking systems or, in some cases, from departmental offices. Full signature is required (no initials).
  - (2) The appropriate department head and dean, when applicable, must sign all key cards. Rubbed stamped signatures are not acceptable. Full signature is required (no initials).
  - (3) All requests for master and submaster keys must be approved by the appropriate vice president. Requests for grand master keys require approval by the appropriate vice president and the associate vice president for campus safety (AVPCS). Master and submaster keys will not be issued to undergraduate or graduate students.
  - (4) Double sets of keys will not be issued to university keyholders.
  - (5) When students and employees transfer to another department or leave the university's employ, they must personally return all their keys to locking systems. Failure to do so may result in a charge to the department as if the keys were lost or stolen and a financial hold may be placed on the keyholder,
  - (6) All lost and/or stolen keys must be reported to locking systems and the university police department.

(7) A graduated monetary charge is hereby established to cover lost and/or stolen keys:

- (a) Latch (office, desk, file, lab), each \$20.00
- (b) Submaster \$50.00
- (c) Building master \$75.00
- (d) Grand master \$100.00

The loss or theft of a submaster, building master, or grand master key jeopardizes the security and protection of an area (dormitory, laboratory, office complex, or building), and the entire area may need to be ~~closed~~ and rekeyed. The department from which the key was lost or stolen will be charged for the total replacement costs.

If a keyholder disagrees with the charge imposed by locking systems for a lost/stolen key, the charge may be appealed to the AVPCS (see paragraph (C)(14) of this rule).

(8) Payment for lost or stolen keys is the responsibility of the department which authorized the issuance of said keys to the student or faculty/staff employee.

(9) Locking systems personnel and the university police officers have the authority to confiscate unauthorized or misauthorized keys in the possession of any university keyholder so as to insure the integrity of the university keying system.

(10) It is expressly forbidden to loan, trade or reproduce university keys. It is the responsibility of the keyholder or cardholder to safeguard these items at all times. If the keyholder cannot account for the keys, loss of key or card privileges may result and the keyholder may be subject to the charges imposed by the key policy.

(11) Card access procedure. Locking systems key cards must be filled out and sent to locking systems before access cards can be picked up (similar to key requests). The department requesting access cards will provide a requisition to cover the cost of the encoded cards.

(12) Restocking charge. After individual notification, key orders are cut and left for pick-up at the police dispatch office for a period of sixty days, then returned to locking systems and restocked. Departments requesting keys for individuals who do not pick them up after ~~six~~ days will be assessed a ten dollar restocking charge per key.

(13) Keyholder audits. Individual and/or departmental keyholder audits may be requested by a department by submitting a requisition for same to locking systems. When picking up keys, individuals may request a report of their outstanding keys at no charge.

(14) Appeal procedures.

(a) Form of appeal. The keyholder upon whom notice of a charge has been served may appeal, in writing, said charge within ten business days from the date notice is served.

Appeals will not be considered unless they comply with the following requirements:

(i) Appeals must be in writing and submitted to the AVPCS and must contain the information required by forms provided for that purpose. The AVPCS shall provide approved forms for the submission of all appeals. Only those appeals which are submitted on the aforementioned forms will be considered by the AVPCS or a designee thereof, for further action.

(ii) The written appeal must indicate the specific reasons and/or grounds for appeal.

(iii) The appeal must be filed in a timely manner and must be signed by the person making the appeal.

(b) Authority of the AVPCS or a designee thereof. Upon proper appeal, the AVPCS, or a designee thereof, may void, reduce or compromise a charge when any of the following circumstances exists:

(i) A police report is on file with the university of Akron police department or the police department in the municipality where the key(s) was lost or stolen. Verification of this report must be obtained by the university of Akron police department.

(ii) The charge is issued to a faculty or staff member, and the person charged demonstrates to the satisfaction of the AVPCS or a designee thereof, that the loss occurred during the performance of duties or responsibilities to the university and that the loss could not reasonably be avoided without materially interfering with such duties and responsibilities.

(iii) Determination by the AVPCS or a designee thereof, that the charge imposed is not consistent with the requisites of this key policy.

