



**University of Massachusetts
Amherst**

Physical Plant Division
policy and procedures manual

GS.14.B.001

November 24, 2008

From: Pam Monn, Assistant Director for Buildings & Grounds Services

Subject: Campus Building Access

Purpose: To establish roles and responsibilities for locking and unlocking academic buildings on the campus.

Action: The Undergraduate Registrar's Office is responsible for setting the typical opening and closing times of all academic buildings on the University of Massachusetts, Amherst campus. The Custodial Manager, or their designee, shall be responsible for daily monitoring of the Registrar's Office Academic Building schedule to determine and communicate the opening [unlocking] and closing [locking] of academic buildings. Custodial Services is responsible for the locking and unlocking of building entrances regulated by standard keys. Buildings and rooms equipped with Card Access systems are programmed by the Physical Plant IT Systems Administrator as notified by the Custodial Manager monitoring the Registrar's scheduling program and are governed by established policies. Changes to the typical day to day schedule of both systems shall be requested through the Registrar's Office.

Physical Plant recognizes that there are times when campus constituents require entry into these buildings during weekday off-hours or weekends and have not requested action through the Registrar's Office. Last minute phone calls to the Custodial Office or the Physical Plant Service Desk are a source of concern. While needing to accommodate these last minute requests, the Physical Plant must also insure building and personal safety by allowing only authorized personnel into these buildings during weekday off-hours and weekends. Therefore, whenever possible the Building Coordinator, Dean, Director, Department Head or Area System Administrators [for Card Access systems] should notify Physical Plant of any requested temporary change to building access schedules as far in advance as possible. For last minute or emergency requests, the Custodial Manager or supervisor on duty shall complete the Change of Schedule Log (Attachment #1) at the time of the request, noting the requestor's name, time/date of the request, schedule change information and initialing the Request on the Change Log. Should the request come to the Service Desk, the Desk Operator (or Watch Tour coverage of the Service Desk during overnight hours (11:00 PM to 7:00 AM)) shall forward all pertinent information to the Custodial Supervisor via radio.

Upon receipt of the request for entry into a locked Building, the Custodial employee performing the service shall request identification from the requestor. Preferred form of identification is the campus ID (UCard). However, driving licenses or other official forms of identification (with picture) will be acceptable. The Custodial employee shall record the name and campus ID number (or license number) on the Service Area's Change of Schedule Log. Once identification has been made, the Custodial employee may grant access (using a key or Card Access), allow entry, then ensure relocking of the facility. If multiple individuals require access, authorization from the Building Coordinator, Dean, Director, Department Head or Area System Administrators [for Card Access systems] for a temporary change in schedule shall be required. All Service Area Change of Schedule Logs shall be submitted to the Custodial Services Office at the end of each shift.

Enclosures: (1) Change of Schedule Log

(2)

Distribution:

Director

Assistant/Associate Director

Executive Assistant

All Managers

All Supervisors

