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EMERGENCY NUMBER
9-1-1

FREQUENTLY USED TELEPHONE NUMBERS

AUTOMATED BUILDING SYSTEMS
Building Automation and Control Center (BACC) ......................... 330-672-2307

CUSTODIAL SERVICES
Non-Residential Buildings ......................................................... 330-672-2345
Residential Buildings ............................................................... 330-672-7030

POLICE SERVICES ............................................................... 330-672-2212

ENVIRONMENTAL HEALTH AND SAFETY ......................... 330-672-1950

FACILITIES PLANNING AND OPERATIONS .......................... 330-672-3880

FIRE PREVENTION ....................................................... 330-672-0831

GENERAL UNIVERSITY INFORMATION ............................. 330-672-3000

MAINTENANCE SERVICES
Non-Residential Buildings ......................................................... 330-672-2345
Residential Buildings ............................................................... 330-672-7030

OFFICE OF THE UNIVERSITY ARCHITECT ............................. 330-672-3880

SCHEDULING
ACADEMIC FUNCTIONS
Office of the University Registrar ............................................. 330-672-3131

NON-ACADEMIC FUNCTIONS
University Scheduling and Conference Services .......................... 330-672-3202

TELEPHONE SERVICES
Inquiries ............................................................................. 330-672-7922
Repairs ................................................................................ 330-672-2024

WASTE MANAGEMENT SERVICES
Hazardous Waste Disposal ...................................................... 330-672-1950
Recycling Collection Services .................................................. 330-672-2345
Refuse Removal ................................................................. 330-672-2345
MISSION STATEMENT

It is the mission of each Building Curator to provide assistance in coordinating the communication of safety, security, maintenance, custodial, energy usage and other needs of their respective building with the various Kent State University offices responsible for those functions. The Building Curator also provides assistance with scheduling the use of their designated building via the Office of the University Registrar and the University Scheduling and Conference Services office.

INTERNAL COMMUNICATIONS

The Building Curator, being the main point of contact, shall establish a system of internal communications most appropriate to their building in order to disseminate information from the administrative offices. Methods of internal communication could possibly be in the form of memos, E-mail (listserves), posting of information on bulletin boards, etc.

LISTSERV ADDRESS
(To e-mail information to all Building Curators)

CURATOR@listserv.kent.edu

WEB SITES

HOME PAGE
http://www.kent.edu/universityarchitect/Curators/index.cfm

DIRECTORY
http://www.kent.edu/universityarchitect/Curators/directory.cfm

GUIDE BOOK
EMERGENCY/NON-EMERGENCY MAINTENANCE REPAIRS

EMERGENCIES OR SERIOUS CONDITIONS

A condition which could result in a fire, serious property damage or injury/death must be reported to the Kent State University Police Services dispatch by calling 9-1-1.

Maintenance items which fall under this classification include, but are not limited to, the following situations:

- Smell of smoke or burning odors;
- Visible smoke;
- Odor of gas, natural or liquid propane;
- Hazardous materials, chemicals, leaks, spills;

NON-EMERGENCY OR SPECIAL CONDITIONS

These conditions can be defined as any situation that could potentially cause harm to personnel, occupants or property. The following is a guideline of some typical problems which could be considered in this category:

ELECTRICAL

- Bare, exposed wiring or severely damaged power cords;
- Visible water in electrical fixtures, such as ceiling lights; and/or
- Lights out in a parking lot.

HEATING, VENTILATING, AIR CONDITIONING (HVAC)

- Noise (such as chirping, squeaking, or grinding) from fans, vents, heating and air conditioning units;
- Water leaking from a ceiling where there are no known plumbing installations above;
- Water collecting under a window or wall ventilation unit;
- Complete loss of air movement in an area, room or floor; extreme variance in temperature below 68 degrees F in winter and above 75 degrees F in summer; and/or
- Unusual amounts of steam escaping from pipes and equipment.
PLUMBING

- Overflowing toilets, sinks and urinals;
- Plugged drains or unexpected standing water;
- Faucets or valves which have lost their functions and won’t shut off;
- Loss of water pressure; and/or
- Water entering from ceilings, walls or other areas where known plumbing installations are located.

STRUCTURES

- Broken glass in windows and doors;
- Broken or non-functioning doors or windows;
- Water entering a building from outside foundation areas; and/or
- Visibly loose or falling concrete from overhead installations to sidewalks, steps and roadways.

LOCKS

- Doors which will not lock;
- Keys broken or stuck in locks; and/or
- Doors with hydraulic closures that are slamming or closing too quickly or too slowly.

CUSTODIAL

- Water clean-up due to broken pipes and equipment;
- Interior building entrance water build-up from melting ice and snow;
- Depleted paper product supplies in restrooms; and/or
- Cleaning needed due to illness, construction or situations causing a hazard or discomfort for building personnel.
University Facilities Management’s mission is to maintain and enhance the buildings and grounds on the Kent Campus of Kent State University. An attractive and functional university environment is created, maintained and managed by this department. For general information regarding the services provided, contact the main switchboard via the above-listed number.

Buildings and Grounds Services

The following services are provided by University Facilities Management:

- Carpentry;
- Custodial;
- Electrical;
- Energy management;
- Environmental regulatory compliance;
- Fleet vehicle maintenance;
- Glass repair and replacement;
- Grounds;
- Heating and air conditioning;
- Locks and keys;
- Masonry;
- Occupational health and safety services;
- Painting;
- Plumbing;
- Recycling collection services;
- Refuse removal;
- Snow removal from roads and sidewalks (parking lots, call Parking Services: 24432);
- Steam distribution;
- Welding; and
- Zone Maintenance.

In the event of an emergency repair condition which poses immediate danger to personnel or property, such as flooding, broken windows, electrical shorts, please call 330-672-2345, the 24-hour service telephone number.
University Facilities Management’s work request system, FlashTrack, is offered to Kent State University departments in effort to expedite the process of requesting and tracking maintenance, repair and custodial services for Kent Campus buildings and grounds. In Kent State University’s academic and administrative buildings, all requests for minor repairs should be made using the FlashTrack work request system located at https://FlashTrack.kent.edu.

For security issues, an actual department head signature must be on file for key requests from the Lock Shop; key card requests must be accompanied by an “Electronic Lock A” form which can be found at http://www.kent.edu/ufm/buildingmaintenance/structures/upload/electronic-lock-form-a.pdf. Please fax this completed form to the UFM Lock Shop at 330-672-7843.

Please create and complete the online work request using FlashTrack when requesting repair and maintenance of existing facilities and building equipment, such as door locks, lighting, heating and cooling systems. FlashTrack should also be used when requesting maintenance, repair, grounds keeping and custodial services for events that are planned through the University Scheduling or Intercollegiate Athletics offices.

When completing a request in FlashTrack, the request will be automatically assigned to the correct Zone according to the building information entered. If a maintenance supervisor determines that the work is beyond the typical scope of the zone staff’s responsibilities, the work request will be routed to the appropriate shop to address. Upon receipt of a request for work, the requestor will receive an e-mail notification indicating that the request has been received. The e-mail will also provide a service request and issue a work order number which can be used for tracking purposes.

Building Curators are able to track work requests through FlashTrack located under ‘My Action Items’ in FlashLine. Any question or access issues please contact the FAMIS systems specialist at 330-672-2886.

Improvements and/or enhancements to Kent Campus buildings, offices and grounds that require planning and scheduling of University Facilities Management’s skilled craft trade shops may also require approval of and participation by the Office of the University Architect. These types of special requests necessitate the identification of funding for the project or service. If a department is considering or planning a change of usage of an area or space, please refer to the section on the Office of the University Architect on page 17 of this Guide Book.
University Facilities Management’s Energy Management office provides round-the-clock computerized monitoring of mechanical, utility and alarm systems in each building. Call the Building Automation and Control Center (BACC) for the following services:

- Scheduling of heating, ventilating and air conditioning systems:
  - From the Office of the University Registrar for classes;
  - For special events; and
  - For office hour scheduling.
- Maintenance on all automation system hardware and software; and
- Alarm monitoring and maintenance.

REPORTING ROOM AND BUILDING AIR QUALITY CONCERNS

Building Curators should coordinate with University Facilities Management to assist with maintaining the comfort level of their ambient air room and/or building environments. If air quality in an office space is not satisfactory, the Zone Maintenance office must be contacted by calling 330-672-2345. Zone Maintenance staff will determine whether the heating or cooling equipment is in good working order, and then will follow-up when adjustments or repairs to the equipment are needed.

BUILDING HVAC SCHEDULING REQUEST FORM

Heating, ventilation and air conditioning building systems are not in operation twenty-four hours a day, seven days a week. To assist the Energy Management office with providing the best possible HVAC services, Building Curators should complete a Building HVAC Scheduling Request form for scheduling on the building automation system. This Adobe Acrobat .pdf form is available as a link on the University Facilities Management’s Energy Web site at the URL: http://www.kent.edu/ufm/Energy/Upload/Building-Scheduling-Request.pdf. When a Building Curator and occupants of their respective building need to have HVAC equipment scheduled, the Building HVAC Scheduling Request form should be retrieved from the Web site, completed, and then faxed to the Energy Management office at: 330-672-WATT (9288).
CUSTODIAL SERVICES

PHONE: 330-672-2345    FAX: 330-672-2956
WEB SITE:  http://www.kent.edu/ufm/Custodial/index.cfm

To request services or information regarding Custodial Services for offices, athletic and academic buildings call the above-listed number. The following building issues should be directed to University Facilities Management’s Custodial Services office:

- Requests for special cleaning - shampooing carpeting, cleaning and recoating tile floors;
- Depleted paper products supplies in restrooms;
- Water clean-up due to broken pipes and equipment;
- Interior building entrance water clean-up from rain, melting ice and snow and requests to shovel now at building entrances;
- Cleaning needs due to illness, construction activities, or situations causing a hazard or discomfort for building occupants;
- Requests for sweeping and picking up outside entranceway trash and emptying cigarette ash cans;
- Information on cleaning windows and window blinds;
- Requests to clean glass entrance doors;
- Requests to sanitize restrooms and
- Requests for insect or pest control services.

PEST CONTROL/INSECT/RODENT CONCERNS

PHONE: 330-672-2345
WEB SITE:  http://www.kent.edu/ufm/Custodial/Pest-Control.cfm

Contact University Facilities Management for any insect and/or pest concerns and services. When reporting a request for service, please provide the following information:

- Name of building, floor, room number, etc., to best locate the area of concern;
- Identification of insect or pest in need of control; and
- Name and phone number of person to contact when the contracted pest control service person follows up with this service request.
ELEVATOR AND ESCALATOR SERVICES

PHONE: 330-672-2345

Elevator/escalator malfunctions must be reported to University Facilities Management at the above-listed telephone number at any time.

Any questions regarding the following procedures should be directed to University Facilities Management at 330-672-2345:

When smoke or fire is detected in or near an elevator, immediately call 9-1-1!

When reporting an elevator problem, it is essential that as much information as possible is given to save time in locating the problem:

- Name of person making the call. Anonymous phone calls will not be acted upon.
- Name of the building where the elevator is located.
- Location of the car. Provide floor number or floor numbers the car is in between.
- If there is more than one car, which one is not operating?
- Provide any other pertinent information.

The person receiving the call will notify University Facilities Management’s maintenance personnel to check the elevator for malfunctions or vandalism. If the maintenance staff cannot correct the elevator problem, the elevator service contractor will be notified of the malfunction.

When people are trapped in an elevator:

- Determine on which floor the car is stuck, or in between which floors the car is located.
- Call 330-672-2345 to relay need for assistance.

If the car is within two (2) feet of the floor, and in all cases not more than three (3) feet, a rescue may be attempted only by the University Police Services, maintenance personnel from either University Facilities Management or Residence Services, Residential Security Aide supervisors, or any combination of the above.

If the car is more than three (3) feet from the floor, call 330-672-2345 for the elevator maintenance personnel to perform the rescue. Communicate with the trapped person(s) for reassurance that help is forthcoming; do not attempt to assist in evacuating the trapped victim(s). Only in absolute life-threatening emergencies would an attempt ever be made to move a car with someone in it.
Safety is a prime concern at Kent State University, and every reasonable effort will be made to continue to emphasize its importance. It is the responsibility of Kent State University and each employee to comply with applicable federal, state and local codes and regulations to ensure that the university is a safe environment in which to work.

It is the responsibility of Compliance and Risk Management’s Environmental Health and Safety office to provide health and safety services to the university through technical support, consultation, investigation, audits of facilities, and training to ensure an understanding of proper health and safety practices. Its primary functions are to assist the university in promoting health and safety awareness, meeting compliance requirements, establish health and safety responsibilities, prevent and/or reduce work related injury-causing incidents, and eliminate occupational hazards and unsafe conditions. To request services or information, please call the Environmental Health and Safety office at the above-listed number.

**Documenting Potential Safety Hazard Incidents**

To initiate corrective measures, Compliance and Risk Management’s Environmental Health and Safety Office, 330-672-1950, should be notified if potential safety hazards are present. A “Safety Hazard Report” can be filed with this office to document incidents of non-occupational injuries sustained on campus.

Contact the Office of General Counsel at 330-672-2982 for all matters implicating legal issues.

**Reporting Occupational Injuries and Illnesses**

Contact the Environmental Health and Safety office at 330-672-1950 for issues concerning workplace safety. In the event of an occupational injury or illness:

- Employee needs to seek appropriate medical attention for the injury or illness;
- Employee must report the injury or illness to their immediate supervisor;
- Supervisor will provide the individual with a copy of the “Employee Report of Injury or Occupational Illness” form to document the incident. Supervisor will complete the accompanying the “Supervisor Statement” form and follow-up with any witnesses to document the events leading to the incident.
- Supervisor will retain the pink copies of these reports for departmental filing and send the white and yellow copies of these forms to the Environmental Health and Safety office;
- Within a few days, an occupational health and safety officer will contact the injured employee to update information regarding the incident;
- Requests for information concerning Bureau of Workers’ Compensation claims should be directed to Human Resources Services and Solutions at 330-672-2901.
WASTE MANAGEMENT SERVICES

Waste management services for Kent State University include hazardous waste disposal, recycling collection services, refuse disposal, and surplus equipment redistribution and disposal.

HAZARDOUS WASTE DISPOSAL……………………………………………………330-672-1950
WEB SITE: http://www.kent.edu/compliance/safety/chemical-waste-disposal.cfm

If not handled properly, the disposal of chemical waste can be a serious and costly problem. State and federal “cradle-to-grave” regulations make it illegal to dispose of chemical wastes in any manner except through proper treatment and/or by a licensed company.

One major problem with proper disposal of chemicals is the lack of identification. Containers must be labeled or marked so that their contents are known. Material Safety Data Sheets (MSDS) must be kept with the chemical from the time it is received until that chemical is picked up for disposal.

When chemicals are no longer needed or cannot be used, contact Facilities Planning and Operations’ Environmental Health and Safety Office at 330-672-1950 for details on the proper methods of collection and/or disposal.

RECYCLING COLLECTION SERVICES………………………………………………...330-672-2345
WEB SITE: http://www.kent.edu/ufm/grounds/recycling.cfm

Maintaining internal building recycling collection stations, providing educational programs, and scheduling recycling removal from exterior building containers are services provided by University Facilities Management’s Grounds shop. Please call 330-672-2345 or fax 330-672-2956 for these recycling services.

REFUSE REMOVAL…………………………………………………………………………………..330-672-2345
WEB SITE: http://www.kent.edu/ufm/grounds/index.cfm

University Facilities Management’s Grounds shop is responsible for scheduling the routine removal of exterior trash dumpsters for disposal. Arrangements must be made in advance for special service requests, such as departmental or building clean-outs. Please call 330-672-2345 or fax 330-672-2956 for these refuse removal services.

SURPLUS EQUIPMENT REDISTRIBUTION AND/OR DISPOSAL PROGRAM…………330-672-2276
WEB SITE: http://www.kent.edu/procurement/surplus-options.cfm

Kent State University Procurement Department maintains the Surplus Options Web site to help redistribute functional equipment throughout the university community, thus saving money and combining resources. Reference the above-listed Web site for the handling of surplus university equipment.
The Department of Public Safety and Police Services are located in the Stockdale Safety Building. Public Safety provides:

- Police Services provides 24-hour patrols and protection
- Officers patrol campus on foot, bicycles and vehicles
- Campus security and courtesy phones are available in all buildings and parking lots
- Residential security aides provide escort service to and from campus buildings
- Numerous safety, awareness and risk reduction programs are offered on campus
- Parking lots are patrolled and restricted to permit holders with designated visitor areas
- Campus-wide motorist assistance is available

**BUILDING SECURITY AND CRIME PREVENTION**

University policies concerning building hours and after-hours use were established, among other reasons, to enhance the ability of the Building Curator in addressing the physical security of facilities under their control. Several other tools are available to assist the Building Curator in protecting a facility from crime:

**SECURITY SURVEYS**

Kent State University Police Services employs personnel qualified to conduct a security analysis of campus facilities. Upon request, an officer will analyze a facility or component part for existing physical and/or procedural security risks. This process includes the following steps:

- Crime analysis;
- Demographic studies;
- Site observation; and
- User interviews.

Based upon the analysis, a written recommendation will be provided including suggestions on procedural, technological and physical modifications intended to reduce or remove the risk of criminal activity. There is no charge for this service.

**ALARM SYSTEMS**

In some cases, an alarm system may be desired or recommended. University Police Services has established requirements for the installation of detection alarms to ensure the quality and consistency of their application. Alarms installed without approval by the university police may not be routed directly into the alarm system monitored by Police Services dispatchers.

**CRIME PREVENTION PROGRAMS**

The Department of Public Safety also provides various programs and presentations on requested topics to assist in security and crime prevention efforts.
It is the purpose of the Office of the University Architect to assure the orderly and economical development and alteration of facilities according to sound architectural and engineering practices in keeping with the regulatory and procedural requirements of the university, state, and other governing agencies. These responsibilities are primarily driven by capital planning and construction appropriations and secondly, by locally-funded improvements and renovations to the physical facilities.

**CHANGE OF PHYSICAL ENVIRONMENT**

Inquiries or requests related to the change of the physical environment at Kent State University shall be directed to the Office of the University Architect. The following are considered changes to the physical environment:

- Additions, renovations or subdivisions of existing buildings;
- Changes to exterior site development including roads, parking areas, gardens and walks;
- Major furniture installations or reconfiguration which may affect exit routes or access for the disabled;
- Changes in utility requirements including lighting, power, data communications, heating, cooling, water or drainage;
- Major equipment purchases which may require changes in utilities;
- Signage; and
- Contracting of services for any of the above.

Initial contact with the Office of the University Architect should include the location and a brief description of the proposed changes. If the Office of the University Architect determines that the proposed change is major, a written description may be required. If determinable at the time of initial contact, the source of funds should be identified. The scope of each request shall determine the processes required for implementation.

**REGULATIONS REGARDING POSTINGS**

The Building Curator is responsible for identifying the specific purpose of bulletin boards under their purview whether it is for general information or specific departmental use. Postings are not permitted on woodwork, doors, windows, walls or bulletin board frames. Posters in these locations should be removed. For additional information, reference the University Policy Register, Article 3342-4-03.301, Operational procedures and regulations regarding posting.
REPORTING CHANGES TO INSTRUCTIONAL ROOMS

OFFICE OF THE UNIVERSITY ARCHITECT

PHONE: 330-672-3880   FAX: 330-672-2648
WEB SITE:
http://www.kent.edu/universityarchitect/curators/upload/instructionalroomdatasheet.xls

INSTRUCTIONAL ROOMS

Any room that is designated with a ‘Room Type’ code in the FAMIS Database and is currently schedulable through BANNER is herein defined as an ‘Instructional Room’. Instructional Rooms include classrooms and class laboratories, as well as certain auditoria, studios, athletic facilities, etc. which require academic scheduling.

The Building Curator shall immediately report changes to Instructional Rooms to the Office of the University Architect by documenting the information on the Instructional Room Data Sheet and then forwarding the completed form to the Office of the University Architect. This form in MS Excel format is available via a link that is posted on the Building Curator Web page at the URL:  http://www.kent.edu/universityarchitect/curators/upload/instructionalroomdatasheet.xls. Such changes may include:

- Room Type;
- Seating Capacity; and
- Room Attributes/Characteristics (Classroom Equipment, etc.).

The Building Curator will also be responsible for conducting annual audits of all Instructional Rooms in their building using the Instructional Room Data Sheet. Building Curators will be required to return copies of their completed Instructional Room Data Sheet to the Architecture Database Coordinator at the Office of the University Architect. Instructional Room Data Sheets may be emailed to: csmit75@kent.edu.
SCHEDULING OF ACADEMIC FUNCTIONS

OFFICE OF THE UNIVERSITY REGISTRAR

PHONE: 330-672-3131    FAX: 330-672-4836
WEB SITE:  http://www.kent.edu/registrar/index.cfm

Kent State University’s Office of the University Registrar will provide efficient, timely and personable service to students, the campus community and outside agencies; will consistently and fairly implement state, federal and institutional policies and procedures; and will maintain, at all times, institutional credibility through the proper maintenance of the student academic transcript.

The Office of the University Registrar is responsible for all academic scheduling. Any function with a course and section number must go through the Office of the University Registrar. All other scheduling should be referred to the University Scheduling Office.

The Building Curator should contact the Office of the University Registrar:

- To determine the schedule of an individual classroom or entire building; and/or
- When there are two (2) classes scheduled in the same room at the same time.

The Office of the University Registrar will contact the Building Curator if:

- A classroom capacity does not equal the capacity as assigned by the Office of the University Architect; and/or
- A classroom is missing furniture e.g., tablet arm chairs, lecterns, tables, etc.
SCHEDULING OF NON-ACADEMIC FUNCTIONS

UNIVERSITY SCHEDULING AND CONFERENCE SERVICES


The University Scheduling and Conference Services office facilitates and coordinates services and event facilities on the Kent State University campus for non-academic events. The University Scheduling and Conference Services office is also responsible for maintaining a calendar of non-academic events for the entire university.

The University Scheduling and Conference Services office will accept requests to schedule facilities for other than authorized instruction, and will coordinate the use of the facility with the appropriate Building Curator. (Reference: University Policy Manual, Article 3342-5-25).

The following service providers are notified when events are properly scheduled:

- Police Services – to unlock and secure a building;
- Custodial Services – to clean before/after an event;
- Building Automation and Control Center – to adjust heating/air conditioning units;
- Audio Visual Services – for equipment requests;
- Parking Services – as needed;
- Banquet Sales – as needed;
- Fire and Safety – as needed; and
- Special Information – such as interior door keys, elevators, and lighting.

The University Scheduling and Conference Services office can also assist in a number of other ways. Please do not hesitate to contact this office for any questions regarding these items:

- Table use;
- Facility rental waivers;
- Off-campus vendors; or
- Special classroom needs from instructors i.e., speakers, special exams.