

MONTANA STATE UNIVERSITY

**BUILDING SUPERVISOR'S
HANDBOOK**



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MISSION STATEMENT - OFFICE OF FACILITIES SERVICES

MONTANA STATE UNIVERSITY

The mission of the Office of Facilities Services is to provide an effective physical environment that supports and enhances MSU-Bozeman in its delivery of teaching, research, and public service.

Specific components of the Office of Facilities Services' mission are as follows:

1. Deliver timely and cost effective facility and support services.
2. Provide and maintain the best possible environment for teaching and research within available resources.
3. Safeguard the capital investment in the University's buildings, equipment, grounds, and utilities through the development and administration of a cost-effective maintenance program.
4. Continually evaluate and administer effective professional criteria and standards for the design, construction, and maintenance of all facilities.
5. Assure effective land and building utilization through a program of professional, comprehensive facilities planning.

ROLE AND SCOPE OF BUILDING SUPERVISORS

The Office of Facilities Services (OFS) sincerely appreciates your willingness to fulfill the important responsibilities of becoming a Building Supervisor at MSU-Bozeman. As a Building Supervisor, your primary responsibilities involve assisting OFS in successfully meeting the requirements of the OFS Mission Statement through carefully scrutinizing access to your facility, providing effective communications between OFS and building occupants, coordinating scheduled utility interruptions with building occupants, monitoring code/life safety issues, assisting with space allocation issues, and monitoring the general maintenance condition of your building. Each responsibility is further defined below.

Building Supervisor responsibilities are continuous throughout the calendar year (i.e., they do not end with the academic year), and since a greater level of campus construction and maintenance activity occurs during the summer months, it is important that each Building Supervisor have a reliable back up person (such as a trusted administrative assistant) who can maintain communications between building occupants and OFS during Building Supervisor absences. OFS maintains a list of such back up personnel for communications purposes.

The Building Supervisor system is intended to maintain an effective, orderly and simple network of *single-point* communications between OFS and our building users, and *single-point* responsibility for building access/security issues. Therefore, as a general rule, *we do not allow designations of multiple Building Supervisors for any facilities* - to do otherwise would defeat the main intent of the system.

1. BUILDING ACCESS:

All access hardware on academic buildings at MSU-Bozeman is comprised of a single manufacturer (BEST Corp), graduated hierarchy type, system. Each building has its own *building master key*, which overrides all *sub-master keyed (offices, entries, etc.)* locksets in the building. Building master keys are collected under grand masters, with the university great-grand master at the top level. Custodial spaces, maintenance rooms and mechanical rooms are generally under an OFS-controlled master key and are not under the building master.

Needless to say, distribution of the building master and access to the building master should be judiciously guarded. OFS recommends that no more than two (2) or three (3) building masters should be issued to building occupants. Typically, the Building Supervisor, the designated back up administrative assistant and possibly one other upper administrative type person are issued a building master key. Special keying arrangements can be made for all other building occupants, including entire department spaces, that will allow them access to all their spaces without issuing a building master key. If questions arise about such keying arrangements, contact the OFS Work Control Center (x2107).

The loss of a building master should be immediately reported to

Campus Security and the OFS Work Control Center. If security problems or thefts become apparent, OFS can sometimes recover a key by setting a Akey trap@. All key requisitions pass through the Director of OFS and requests for building master keys must follow the above guidelines.

B. COMMUNICATION:

OFS desires to focus all requests for service to the Work Control Center through a centralized reporting network in an effort to maintain effective communications with the University community. The Building Supervisor is an integral part of this network, and is responsible for requesting repairs and renovations from the Work Control Center. Duplicate requests for service can be avoided by this method, and repetitive problems are more easily identified. However, the entire University community is encouraged to directly report emergency situations to the Work Control Center when they occur.

The Building Supervisor, normally located within their assigned building, develops an awareness of the maintenance and repair problems particular to that facility. Building Supervisors receive notification of all Work Orders that are originated within their area of responsibility, as well as notification of Work Orders that have been completed. All Work Order requests are approved by the Building Supervisor for this purpose. This provides a basis for communication and follow-up.

Building Supervisors serve as a major communication link and liaison between OFS and faculty, staff, and students. Building Supervisors are provided with policy and procedural information, and serve as a resource and emissary regarding facility issues. As an example, Building Supervisors should develop familiarity with the activities that are paid for by Facilities Services versus activities that are paid for by Colleges or Departments. They can relay this information and provide guidance to building occupants regarding these types of issues, or refer them to the appropriate department within OFS.

C. UTILITY INTERRUPTIONS:

Utility interruption notification is centralized to the Work Control Center. Notification is relayed from the Work Control Center to each Building Supervisor who represents the areas that will be affected by any type of utility interruption. The responsibility of the Building Supervisor is to immediately relay the interruption information to all building occupants. This system will hopefully ensure that all occupants are notified of planned utility interruptions initiated by outside contractors or the OFS workforce.

D. SPECIAL REGULATIONS IMPOSED BY OUTSIDE AGENCIES:

Building code compliance, insurance, fire, and safety reports and citations of an operational nature will be communicated to Building Supervisors. It is the responsibility of Building

Supervisors to seek adjustments or alterations to operating procedures within their assigned buildings to comply with these regulations and to correct deficiencies. It is also the responsibility of Building Supervisors to work with OFS and the occupants to attain mutual solutions to these problems.

The MSU Safety and Risk Management Department coordinates annual Fire/Life Safety Inspections with the Fire Marshall. It is the Building Supervisor=s responsibility to participate (or provide a representative to participate) in each inspection.

E. SPACE ALLOCATION:

It is the responsibility of Building Supervisors to be the first point of contact in the resolution of interdepartmental problems and conflicts related to facility use and space allocations. Building Supervisors should be notified by occupants of potential modifications that may affect any portion of the facility for which they are responsible. Building Supervisors also assist occupants in submitting space modifications and space allocation changes for review by the OFS Planning Department and the University Facilities Planning Board (UFPB).

6. BUILDING MAINTENANCE RESPONSIBILITIES:

OFS maintains a systematic building maintenance condition inspection program called the Facilities Condition Inventory (FCI).

The FCI inspects one of our 36 major academic facilities each month, resulting in a complete round of inspections every three years. This process produces the information from which MSU=s maintenance priorities are defined for each legislative session. It is the Building Supervisor=s responsibility to participate (or to provide a representative to participate) in each inspection.

In addition to the FCI, OFS maintains various Preventive Maintenance programs, and Building Supervisors may be solicited for specific maintenance input occasionally, to which timely responses will be greatly appreciated.

7. MISCELLANEOUS FACILITY-RELATED ISSUES:

It is the responsibility of the Building Supervisor to establish procedures within their respective buildings to implement/enforce various university policies that relate to the daily operation of their facility (e.g., enforcement of the University Smoking Policy).

MSU OPERATING POLICY
FOR THE OFFICE OF FACILITIES SERVICES

This policy statement establishes responsibility and authority for all aspects of repairs, construction, remodeling, and maintenance of all University buildings, grounds, related facilities, and equipment with the Office of Facilities Services.

All work involving repair, maintenance, remodeling, alterations, or construction of any type to University facilities must be accomplished by or coordinated through the Office of Facilities Services, and all writing of construction specifications and contracts must be performed by Facilities Services. All Contractors, if engaged, are also supervised on-site by Facilities Services personnel.

This policy applies to the following but is not limited to:

1. the construction, fabrication, alteration, and/or painting or partitions, doors, walls, shelves, windows, cabinets, air conditioning units, and any equipment attached to a building structure;
2. the construction, fabrication, or alteration of utility service systems including electrical, gas, water, sewer, steam and air lines, and all mechanical control systems for these lines;
3. the routine and major maintenance and repair involved with all structural, mechanical, and electrical systems within University buildings;
4. the planting and care of trees, shrubs, flowers, and lawn areas, except those used for instruction or research purposes;
5. custodial services, refuse collection and disposal, and recycling.

Work performed by "unauthorized personnel" often violates the University's construction standards and can present hazardous, as well as ineffective expenditure of funds. If Facilities Services is unaware of the result of such work, records will not be maintained and disruption of services may occur at a later date. Work of this nature may also circumvent authorizations and/or approvals required by the University, by the Board of Regents, and by the State executive or legislative branches. In addition, work of this nature can violate University agreements with insurance carriers, regulations by the Department of Labor and Industry, the State's various union agreements, other statutes established by the State of Montana, and requirements imposed by other regulatory agencies.

BUDGET INFORMATION - WHO PAYS?

The Office of Facilities Services Accounting Department is responsible for accumulating charges for work performed for and determining who is responsible for payment of these charges. The following listings are examples of the assignment of charges for typical services. These listings do not necessarily apply in all cases, nor are they all-inclusive.

SERVICES NORMALLY CHARGED TO OFFICE OF FACILITIES SERVICES OPERATING BUDGETS:

1. Exterior building maintenance such as repairs to exterior doors and hardware, windows, roofs, painted and masonry surfaces and features, and refuse collection and disposal;
2. most routine interior building maintenance services such as custodial services, trash collection, repairs to interior doors and hardware, windows, ceilings, floors, partitions, general cabinets and counter tops, and furniture in classrooms controlled by the University Registrar;
3. repair and servicing of all utility distribution systems (except video, voice, and data communication cabling) and components including steam, hot and cold domestic water, gas, compressed air, electricity, and sanitary sewer;
4. repairs and service to heating, ventilation, and air conditioning systems provided for general building use;
5. repair to walks, roads, curbs, street lights, and storm sewers; care of lawn, trees, and shrubs;
6. programmed maintenance services in public circulation areas such as stairwell and corridor painting, floor tile replacement, ceiling tile replacement, carpet replacement, etc.

SERVICES NORMALLY CHARGED TO A REQUESTING COLLEGE OR DEPARTMENT:

1. Repairs to departmental equipment and property including but not limited to all moveable and/or portable equipment, autoclaves, growth chambers, sterilizers, stills, centrifuges, microscopes, refrigerators, freezers, processed chilled water systems, specialized or self-contained fume hoods, agricultural waterers and supply lines, plumbing fixtures in research labs and all other departmental or research related equipment;
2. repair or replacement of office furniture, equipment, and inside areas of display cases;
3. service to refrigeration equipment, air conditioning and ventilation equipment for individual rooms or areas, and utility services installed at the request of the Department;
4. remodeling, renovation, and moving at the request of the Department;
5. video, voice, and data communication cabling and equipment additions, deletions, moves, or changes;
6. installation and maintenance of research equipment and machinery including utility support systems;
7. special requests from a College or Department for painting, carpeting, or other redecorating.

The above guidelines apply to academic buildings. The costs associated with all maintenance, repairs, and replacements on the following buildings are the responsibility of the occupying unit on a recharge and/or direct charge basis.

All Residential Units

Strand Union Building (except the interior of the Theater Arts area)

Swingle Student Health Center

Forestry Science Laboratory

USDA Buildings

Agricultural Experiment Station Buildings: Nutrition Center, Feed Mill, Girvin Place, Horseshoeing School, Swine Center, Wool Laboratory, and Marsh Lab.

Agricultural Research Centers: Central (Moccasin, MT), Eastern (Sidney, MT), Fort Ellis Farm-Animal Range Science (Bozeman, MT), Miles City, Northern (Havre, MT), Northwestern (Kalispell, MT), Arthur Post Research Farm (Bozeman, MT), Red Bluff Ranch (Red Bluff, MT), Southern (Huntley, MT), Western (Corvalis, MT), and Western Triangle (Conrad, MT).

Fieldhouse: Locker Rooms, Arena Finishes, Arena Seating, Offices and Furniture, Trainers' Room, Weight Room, Ticket Booths, Concession Booths, and Storerooms.

Health and Physical Education Building: Recreation and Intramural Weight Room and Office.

Football Stadium

If you have any questions regarding a bill you have received, please call the Office of Facilities Services Accounting Department at extension 5020.

APPENDIX

WORK AND ESTIMATE REQUEST FORM (Sample)

REQUEST FORM INSTRUCTIONS (Sample)

ZIP ESTIMATE PROPOSAL (Sample)

FACILITIES SERVICES WORK ORDER (Sample)