



# BUILDING COORDINATORS HANDBOOK

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University of Missouri-Columbia

## Helpful phone numbers

**Campus Facilities' Customer Service Center**  
882-8211

**Utility emergencies/outages**  
Days: 882-3094  
After-hours and weekends: 882-3333

**University Police**  
882-7201

**Environmental Health & Safety**  
882-7018

**Administrative Services**  
882-7254

## Helpful Web sites

**MU's home page**  
<http://www.missouri.edu>

**Campus Facilities**  
<http://www.cf.missouri.edu>

**Building Coordinators Handbook**  
<http://www.cf.missouri.edu/buildingcoordinator/bcbook.pdf>

**Online Service Request Form**  
<http://www.cf.missouri.edu:9080/index.html>

**Project Request Form**  
[http://www.cf.missouri.edu/pdc/prf\\_form.doc](http://www.cf.missouri.edu/pdc/prf_form.doc)

**Find Building Coordinators by Building**  
<http://www.cf.missouri.edu/contactus/index.html>

**Online Key Database & Electronic Card Access**  
<https://www.em.cf.missouri.edu>

**Administrative Services**  
<http://administrativeservices.missouri.edu/>

**Scheduling Temporary Use of Facilities**  
<http://rooms.missouri.edu/main.cfm>

**University of Missouri Police Department**  
<http://www.mupolice.com/>

**Environmental Health & Safety**  
<http://ehs.missouri.edu/>

**Information for Building Coordinators**  
<http://ehs.missouri.edu/bldg-coor.html>

**Emergency Procedures**  
<http://ehs.missouri.edu/other/er/>

**Hazardous Materials Management Manual**  
<http://ehs.missouri.edu/haz/manuals/hazardous-materials.pdf>

**Radiation Safety Manual**  
<http://ehs.missouri.edu/rad/manuals/radsafety.pdf>

**Temporary Food Permits**  
<http://ehs.missouri.edu/food/permits.html>

**B**uilding coordinators and alternates serve as an important liaison between occupants of their building and various campus service and support units, including Campus Facilities, Administrative Services, and MU's Police and Environmental Health & Safety departments. Campus Facilities relies on coordinators to notify building occupants of events (e.g. planned utility outages, road closings, maintenance and construction) that may affect them.

Building coordinators and alternates are appointed by deans and/or, directors and/or department heads, and are usually available in their building during regular working hours. Coordinators and alternates should provide their home telephone numbers in the event of an after-hours, building-related emergency.


*Campus Facilities should be contacted as soon as possible when new coordinators or alternates are appointed.*

A Building Coordinators list is published annually in the MU Student/ Faculty/Staff Directory. An online version (<http://www.cf.missouri.edu/contactus/index.html>) is kept updated throughout the year. Building coordinators can be located by building with this searchable database.

Each of the following sections contains instructions, procedures and contact information relating to the responsibilities below.

## **Your important liaison responsibilities:**

- report emergencies occurring in the building
- develop a list of special equipment affected by utility emergencies
- serve as a point of contact during campus emergencies

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- assure emergency preparedness
  - report occupational health and safety concerns to EH&S
  - submit requests for maintenance and repairs
  - disseminate pertinent construction and maintenance information to building occupants
  - assist in scheduling repair and renovation projects
  - approve and track building keys and electronic-access cards
  - approve Administrative Services' scheduling of after-hours building use
  - schedule after-hours unlocking and locking of buildings and rooms approved for temporary use
  - update space-utilization reports
  - report unauthorized construction activity

This booklet was compiled by Campus Facilities Communications, with the assistance of Administrative Services, Environmental Health & Safety, and MU Police. We hope you find it useful. A PDF version of the handbook can also be accessed on the Internet at <http://www.cf.missouri.edu/buildingcoordinator/bcbook.pdf>.

Our sincere THANKS for all of your efforts as building coordinators and alternates!

Phil Shocklee  
Associate Director  
Campus Facilities  
182 General Services Building  
882-3301

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# Campus Facilities Customer Service Center

882-8211

Regular Hours: 7:30 a.m.-2 a.m., Monday-Friday

## Service Request Form

<http://www.cf.missouri.edu:9080/index.html>

E-mail: [umccfcustomerservice@missouri.edu](mailto:umccfcustomerservice@missouri.edu)

Campus Facilities is responsible for building maintenance in Education & General (E&G) buildings. Building coordinators should notify the Customer Service Center about:

- Air conditioning/heating problems
- Electrical problems
- Elevator problems
- Fire protection issues
- Light bulb replacements
- Pest control
- Plumbing repairs
- Power outages
- Water problems
- Specialized equipment repair

Customer Service Center personnel need:

- A description of the problem
- Room number and building name or location
- Name and telephone number of the contact person
- An IOF (Internal Order Form) for recharge services

Requests are prioritized and sent to the appropriate service unit:

1. **Emergency requests** receive an immediate response.
2. **Urgent requests** receive attention the same day requested.
3. **Routine service requests** are scheduled based on the availability of tradespeople and materials.

Although anyone may report maintenance and repair problems to the Customer Service Center, problems should be reported through the building coordinator in order to eliminate duplicate requests.

Maintenance of specialized equipment (autoclaves, growth chambers, refrigerators, digesters, greenhouses, etc.) is the responsibility of campus departments. Repair services for this equipment are available on a recharge basis through Facility Operations' Maintenance unit at 882-8211.

## Emergencies

Facilities emergencies are referred to the Customer Service Center anytime by phoning 882-8211.

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## **Building keys and electronic card access**

Building coordinators approve building key requests and grant card access to electronic exterior doors.

Building coordinators may request keys online with the Campus Facilities Key Database Program at <https://www.em.cf.missouri.edu>. Call the Key Shop at 882-8219 for a user name and password. Most individual keys can be mailed in one business day. For security reasons, however, master and submaster keys must be picked up in person. The database is automatically updated with each key request or lock change.

Identification cards used for electronic access to exterior doors must be encoded at the Key Shop. Newer installations do not require identification cards to be encoded because they use information already on the card. Building coordinators grant access to the user via the online Card Access Web program at <https://www.em.cf.missouri.edu>. Paper key-request forms (UMC Form 1) should be mailed or delivered in person to the Key Shop in the Conley Avenue Garage.

Key Shop window hours are 7:30 - 10 a.m. weekdays. Small quantities can be made "as you wait." For larger orders, the Key Shop will notify you when your keys are ready. Keys may be picked up from the Key Shop during normal working hours.

For emergencies involving keys, call the Campus Facilities Service Desk, 882-8211. For general information and non-emergency calls, call the Key Shop, 882-8248.

## **Facility Operations**

<http://www.cf.missouri.edu/operations/index.html>  
882-8211

Facility Operations is comprised of two operational units, **Maintenance** and **Custodial & Special Services**.

**Maintenance's** regular hours are 7:30 a.m.-2 a.m., Monday-Friday. After regular hours, routine requests are recorded and problems resolved the next working day.

### **Air-conditioning/Heating**

Air-conditioning and heating systems are activated as the season demands or, under extraordinary conditions, at the request of the building coordinator.

### **Electrical work**

Maintenance personnel conduct scheduled maintenance and needed repair of electrical systems in E&G space. Design &

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Construction Services (D&CS) personnel, 882-1170, install additional outlets, connect furniture system power and perform other special services.

Campus Facilities has implemented a new electrical safety program that will provide a greater degree of safety for personnel that work on or near energized electrical systems. This program is required by NFPA 70 E and other existing standards.

Implementing this new safety program will require Campus Facilities personnel and Building Coordinators to work closely together in order to keep our personnel safe while performing diagnostic and testing tasks and to provide quality service to the MU campus.

### **Elevator repair**

Report elevator malfunctions to the Customer Service Center.

### **Fire protection**

Fire alarms, fire extinguishers and sprinkler systems are checked monthly. Smoke detectors are cleaned and tested annually.

### **Light bulbs**

Maintenance personnel replace burned-out bulbs.

### **Pest Control**

Campus buildings are treated twice annually — or as needed — for pests.

### **Plumbing repairs**

Maintenance personnel service plumbing systems in E&G buildings.

### **Nameplates/signs/banners**

<http://www.cf.missouri.edu:9080/signshop.html>  
884-2157

Maintenance Sign Shop personnel produce nameplates, nametags, and custom-designed signs and banners. An IOF is required. Banners and building signage may require administrator approval.

**Custodial & Special Services'** hours of operation are:

Day shift: 4 a.m.- noon; evening shift: 4 p.m.- midnight, Mon.-Fri.

Custodial & Special Services is made up of two operational units. **Custodial Operations** provides routine, periodic cleaning services to academic, research and administrative buildings on

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the MU campus and is supported by General Operating funding. **Special Services** provides recharge services to the MU campus through a Movers unit, Table and Chair Rental Service and Custodial Equipment Repair Shop.

Contact Campus Facilities' Customer Service Center at 882-8211 to report custodial emergencies and to request special cleaning (carpet shampooing, window/wall washing, graffiti removal, special event preparation).

- Lobbies, restrooms and other public areas are normally cleaned daily. Classrooms are cleaned three times a week and offices are cleaned weekly; large auditoriums are cleaned daily. Office carpets are cleaned on request; carpets in public areas are normally shampooed twice a year. Buffing and/or burnishing of floors in hallways, offices and entrances is performed routinely. Floor maintenance in classrooms is completed during semester breaks. Window cleaning is available on request on a recharge basis.
- Classroom chalk and erasers are furnished daily. Whiteboard markers are the responsibility of departments.
- Furniture, equipment and supplies are moved by the Movers unit, with charges based on an hourly labor rate.
- Rental furniture should be reserved at least two weeks before events. Furniture includes wooden and plastic folding chairs; 8-foot folding rectangular tables; podiums; and wooden and aluminum staging with steps and access ramps.

## **Energy Management**

<http://www.cf.missouri.edu/energy/>  
882-3094

To report utility emergencies, call 882-3094, 7:30 a.m.- 4 p.m., or 882-3333 after regular hours. Individual departments are responsible for emergency backup power when needed for special equipment during power outages.

If new, energy-consuming equipment is to be installed in your building, contact Energy Management to ensure that available utility services are sufficient. Special requirements for uninterruptible utility service are the responsibility of the user.

Energy Management is the liaison with all other utility suppliers and must be contacted regarding service changes or billing issues.

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## Planning, Design & Construction

<http://www.cf.missouri.edu/pdc/>  
882-2228

### Renovation/construction projects

882-2228

For physical changes to work areas or buildings — floors, walls, ceilings, lighting, brickwork, roofing, electrical, plumbing, sheet metal work, etc. — contact PD&C. This department's design project managers will assess your needs, determine the scope of the project, provide an estimate, and assist in the preparation of a Project Request Form (PRF) for initiating the project.

### Design & Construction Services

[http://www.cf.missouri.edu/pdc/dc\\_services.html](http://www.cf.missouri.edu/pdc/dc_services.html)

This PD&C unit is MU's in-house architectural, engineering, interior design and construction team.

### Construction Services

882-1170

This unit serves the campus' construction needs for projects costing under \$80,000:

- Computer cable installation
- Carpet/floor tile removal/installation
- Custom cabinetry
- Furniture painting/refinishing
- Electrical
- Plumbing
- Carpentry
- Painting
- Sheet metal work
- Welding
- Office furniture reconfiguration

### Design Services (Interior)

882-6800

Interior Design personnel provide consultation on furniture, office design, interior finishes, graphics/artwork, etc. An ISE (Internal Service Entry Form) or PRF is required for furniture specification and selection and project-design services.

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## **Landscape Services**

<http://www.cf.missouri.edu/ls/index.html>  
882-4240

### **Mizzou Botanic Garden**

<http://gardens.missouri.edu>

Landscape Services personnel develop and maintain the Mizzou Botanic Garden, providing gardening, landscape architecture, construction and maintenance services.

Snow is removed by LS personnel according to the following priority:

1. University Hospital & Clinics drives and roadways
2. Campus building entrances and steps (Facility Operations – C&SS' custodians are responsible for removing snow from building entry and entryway steps.)
3. Disabled parking areas and shuttle-bus shelters in parking lots SG4, AV14 and RP10
4. Sidewalks
5. Delivery and unloading zones; driveways through University Village, Terrace and Heights; and residence hall circle drives
6. University-owned thoroughfares, as conditions require
7. Parking lots

Landscape Services contracts with the City of Columbia for campus trash, and with Civic Recycling for recycling pick-up service. Call Landscape Services' Solid Waste/Recycling Coordinator at 882-7287 regarding recycling or trash problems.

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## Administrative Services

<http://administrativeservices.missouri.edu/>  
311 Jesse Hall  
882-7254

### Scheduling Temporary Use of Facilities

Administrative Services is responsible for the scheduling of facilities for temporary use, with the exception of Reynolds Alumni Center, Memorial Union, Brady Commons, Student Recreation Complex, athletic facilities and Bond Life Sciences Center.

Applications for use of facilities are made online at <http://rooms.missouri.edu/main.cfm> and forwarded to the respective building coordinator who reviews the time and date of use requested then forwards to Administrative Services.

Facilities may be scheduled for temporary use when free of classes during the day; weekdays after 5:30 p.m. when free of classes and evening group exams; weekends; holidays; and during intersessions.

Applications for the use of University facilities will only be accepted by University departments and/or recognized student organizations. **Requests for use of facilities by a group outside the University should be referred directly to Administrative Services.**

- Student organizations requesting the use of University facilities must be recognized by Student Life and be in good-standing. Applications will only be accepted by the President or Primary Contact of the organization.
- Building coordinators must approve the use of a room or building in which an event is to take place, prior to confirmation on the web.
- Applications are then reviewed and approved by Administrative Services, and confirmed on the web. This information is available to view by interested parties including the University Police and Campus Facilities for locking/unlocking purposes.

Certain outside areas are also scheduled through the Administrative Services website. For outdoor events, it is important to provide as much information as possible when scheduling so that appropriate guidelines and restrictions can be provided.

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## **Posting of Materials on University Property**

Administrative Services disseminates information regarding the policy for posting material on campus and seeks the assistance of building coordinators to help wherever possible to post appropriate information.

## **Other Policies and Procedures**

Administrative Services seeks the help of building coordinators in reporting the sale and solicitation of products and the distribution of non-MU publications in university buildings. Building coordinator assistance is also sought for the placement and reporting of repair needs of vending machines and with refunds for malfunctioning machines.

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# University of Missouri Police Department

<http://www.mupolice.com>  
901 Virginia Avenue  
882-7201

## **For all emergencies, dial 911.**

Dial 882-7201 for non-emergencies.

## **Building coordinators should report immediately:**

- Crimes in progress
- Medical emergencies
- Suspicious persons in or around building
- Violations of university rules and regulations (i.e., bicycles and pets in building, etc.)

## **Report as soon as discovered:**

- Thefts and vandalism to university and/or personal property

## **University Police are also responsible for:**

- Locking and unlocking of buildings in emergency situations
- Assistance in equipment malfunction determinations during non-business hours (evenings and weekends)
- Assistance in obtaining periodic security training for building coordinators (call MUPD, 882-7201)

A copy of the crime statistics (Clery Report) can be viewed at <http://www.mupolice.com>, or picked up at the University Police Department office in the Virginia Avenue Parking Structure.

## **Crime Prevention Works**

Most crimes occurring on campus are thefts and most are preventable.

Building coordinators are asked to assist in our campus community's crime prevention efforts by helping building occupants understand and practice simple crime prevention strategies: Keep valuables secured. Purses, wallets, laptops and such should be kept where they cannot be accessed by thieves. Building coordinators are like Neighborhood Watch block captains who facilitate information between the police department and their building occupants. The police department looks forward to working with you to help make our campus a safe place to live and work.



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# Environmental Health and Safety

<http://ehs.missouri.edu>

8 Research Park Development building

Phone: 882-7018

Regular hours: 8:00 a.m.- 5:00 p.m.

Off hours: Request assistance through MU Police, 882-7201

Environmental Health and Safety (EHS) assists faculty, staff, and students with a wide variety of occupational health, safety, and environmental issues. Services include the identification, evaluation, and analysis of risks; monitoring for safety and regulatory compliance; and response to spills and releases of hazardous materials. EHS also develops programs to maintain compliance with state and federal regulations applicable to the above areas.

Feel free to contact EHS for consultative assistance on any environmental health or safety issue. The more common issues follow.

## **Asbestos and lead-bearing substances**

All building materials disturbed during renovation or demolition must be assessed for asbestos and lead. EHS provides or arranges for such assessments and assures that all remediation activities are conducted safely so neither building occupants nor the public is exposed to unsafe levels.

## **Biological safety**

EHS has prepared a Biosafety Manual and works with the Institutional Biosafety Committee to monitor research with potentially hazardous biological materials.

## **Chemical safety**

EHS has prepared a Hazardous Materials Management Manual (which only covers chemical materials) and works with the Hazardous Materials Management Committee to oversee the safe storage, use and disposal of hazardous materials at MU.

## **Emergency preparedness**

MU has a Campus Emergency Plan and maintains a web site for information pertaining to emergencies:

<http://mualert.missouri.edu>

EHS distributes an Emergency Procedure Guide. This information can be found at <http://ehs.missouri.edu/other/er/>

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Each building coordinator should be familiar with the Emergency Action Plan for their building. In many cases, the building coordinator is responsible for maintaining this plan. EHS has prepared a template for Building Emergency Action Plans (<http://ehs.missouri.edu/work/emerg-prep.html>) and can provide assistance in preparing or updating these plans.

EHS encourages the entire campus community to participate in the spring state-wide severe weather drill, which is usually held in mid-March.

## **Environmental issues**

MU is subject to a wide range of environmental regulations, including those that pertain to air emissions, water, waste water, waste disposal and storage of oil. In general, nothing may be discharged to the air, water or land without prior authorization from EHS. Contact EHS for assistance with any suspected environmental issue.

## **Ergonomics**

EHS has prepared guidance and a self-help guide for ergonomic issues (<http://ehs.missouri.edu/work/ergonomics.html>).

## **Fire safety**

EHS provides periodic fire safety inspections of all campus buildings. Standard procedure has EHS working with the building coordinator to provide assistance to the inspection process and following up issues of concern.

Contact EHS if you wish assistance in planning a fire drill, whether it occurs during Fire Safety Week in October or any other time during the year.

Holiday decorations: EHS sends out an annual memo to building coordinators on holiday safety (<http://ehs.missouri.edu/fire/holiday-decorations.html>). Live trees are discouraged; if used, they must be sprayed with a fire retardant.

All use of open flames, including candles, must be approved by EHS prior to the event.

(See <http://ehs.missouri.edu/fire/open-flames.html>)

## **Food safety**

EHS monitors all food service operations on campus.

EHS issues temporary food permits for all campus events at which food is served

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(<http://ehs.missouri.edu/food/permits.html>). There is no charge for these permits and they can be turned around very quickly, but it is best to give EHS a few days advance notice.

## **Hazardous Materials (Unwanted)**

EHS manages unwanted hazardous materials (biological, chemical and radioactive) produced on campus. There are strict regulations on disposal; therefore EHS should be consulted if there are any doubts about whether an unwanted material might be hazardous.

EHS provides oversight for the cleanup of spills or releases of hazardous materials. Contact EHS immediately if you become aware of any such incidents.

## **Indoor air quality**

EHS responds to complaints concerning smoking, mold and other indoor air contaminants. EHS directs such complaints first to building coordinators (<http://ehs.missouri.edu/work/indoor-air.html>). If there is not a simple resolution to the issue, EHS and Campus Facilities will assist the building coordinator in coordinating the necessary resources to address the issue.

## **Laboratory safety**

EHS monitors laboratories for safety and regulatory compliance. The frequency of monitoring depends on the potential hazard of concern. EHS appreciates any assistance building coordinators can provide in gaining access to locked spaces during unannounced inspections. All EHS staff carry EHS-Specific identification.

EHS conducts annual flow tests of laboratory hoods and arranges for annual certification of biosafety cabinets.

## **Lasers**

EHS has prepared a laser safety manual and provides consultative assistance on their safe use.

## **Noise**

EHS provides consultative assistance in evaluating noise hazards (<http://ehs.missouri.edu/work/hear-cons.html>).

## **Personal Protective Equipment**

EHS conducts hazard assessments to determine appropriate protective equipment to safeguard workers against hazards in their workplace when engineering or administrative controls are

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not feasible.

## **Radiation safety**

EHS has prepared a Radiation Safety Manual and works with the Radiation Safety Committee to oversee the safe storage, use and disposal of radioactive materials at MU.

## **Security**

Regulatory agencies have been increasingly concerned that biological, chemical and radioactive materials be securely stored to prevent theft. Contact EHS for assistance in evaluating security arrangements for storage of such materials.

## **Training**

EHS provides a wide variety of training courses. Most are instructor-led courses; however, some on-line courses are available (<http://ehs.missouri.edu/train/index.html>).

## **Web site**

The EHS web site provides a wealth of information about EHS programs. Late-breaking announcements are also posted on the front page of the site. Suggestions for improvement to the EHS web site are always encouraged.

## For all E&G buildings:

### **Who... is responsible for maintenance in my building?**

Your building's maintenance zone manager, who can be contacted through Campus Facilities' Customer Service Center at 882-8211. The center can also be emailed at [umcccustomerservice@missouri.edu](mailto:umcccustomerservice@missouri.edu), or a Service Request Form completed online at <http://www.cf.missouri.edu:9080/index.html>.  
*After-hours emergencies are handled on a call-in basis at 882-3333.*

### **should I call about cleaning concerns or special requests?**

Campus Facilities' Customer Service Center: 882-8211

### **should I call about insect problems?**

Campus Facilities' Customer Service Center: 882-8211

### **What... should I do if my office is too hot/cold?**

Call the Customer Service Center, 882-8211, or fill out the online Service Request Form.

### **When... will our office be repainted?**

Individual offices have a lower priority than public spaces on campus (corridors, restrooms, etc.), and will be painted after public space has been repainted. However, if department personnel elect to pay to have their office painted they may do so by contacting Construction Services at 882-1170.

### **Where... do I go to get approval for an outdoor event?**

Fill out online the Application for Use of Room or Building <http://rooms.missouri.edu/main.cfm>. If there are no scheduling or policy conflicts, it will be forwarded to Landscape Services for review. Appropriate guidelines, restrictions and approval will be given by Administrative Services.

### **How... do I get the carpet in my office replaced?**

Contact your maintenance zone manager to find out when and if a replacement is scheduled.

### **do I report broken building fixtures or burned-out light bulbs?**

Contact your maintenance zone manager, call or e-mail the Customer Service Center or use our online service request form to report the problem.

### **often should custodians empty office trash cans?**

Office trash cans are emptied weekly. Custodians, however, will gladly empty your trash daily, if placed outside your office door.

### **Will... you plant flowers at my building?**

LS maintains the campus in accordance with an approved landscape management plan for maximum use of our limited resources. Annual flowers have a high maintenance cost per square foot, so they are planted only in large beds where they make the greatest impact, and not at particular buildings. However, lower-maintenance perennials have been planted around various buildings.

### **Should... custodians move items to dust under them?**

Custodians do not dust in offices except on a prearranged recharge basis. In areas where they dust, custodians are instructed to avoid the risk of damaging property and dust only around objects. If you clear an area of objects, your custodian will be glad to dust it.



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