

# Procedure for Conducting Research at RRC Central Records During the COVID-19 Pandemic

Beginning 06/09/2020, the RRC's Central Records will reopen between 10 a.m. and 3 p.m. Monday through Friday following closure in response to the COVID-19 pandemic. This procedure outlines instructions and safety precautions to ensure the safety of our employees and the citizens of Texas we serve. Failure to follow this procedure, may result in denial of entry to the RRC until further notice.

In accordance with state guidelines, a limited number of people will be allowed to enter RRC Central Records each day by appointment for the sole purpose of reviewing historical research material.

- The public will **not** be able to use Central Records for visiting other departments or to submit permits or other paperwork.
- **No payments** will be taken at the public sales counter. Customers will be able to request Copy cards only. All payments must be made by phone by calling 512-463-6882.
- A limited number of individuals will be allowed in Central Records each day, and only between 10 a.m. – 3 p.m.
- Appointments must be scheduled prior to visiting Central Records by emailing the RRC at [digital@rrc.texas.gov](mailto:digital@rrc.texas.gov).
  - Appointments are first come, first served.
  - RRC staff will limit the number of appointments for each day to ensure every customer has a chance to safely access the historical records.
- The doors to the William B. Travis (WBT) building remain locked and can only be opened with a State issued badge. Each day, an RRC staff member will meet those with appointments for Central Records at the East door (on Brazos Street) to the WBT building. When leaving, all visitors must be escorted to the exit door of the building by an RRC staff member.
- Visitors must bring their own mask, and a mask must be worn to be admitted to Central Records.
- Visitors will be required to follow certain procedures while in Central Records.
  - Upon arrival, all individuals will be asked the following questions. If they answer “Yes” to one or more of the questions, they will not be admitted.
    - Do you have, or have you had, a measured temperature of 100.0 or greater or a subjective fever in the past 24 hours?
    - Do you have difficulty breathing/shortness of breath?
    - Do you have a cough, chills with or without repeated shaking, muscle pain, headache, new loss of taste or smell, diarrhea, nasal congestion, or sore throat that is different than your normal baseline and not mild or infrequent?

- Have you had known close contact with a person who is lab confirmed or suspected to have COVID-19?
- Certain computer terminals and viewers are closed. This will help maintain social distancing when researching historical records. Four film viewers and four public mainframe terminals will be open.
- Masks and gloves are required to be worn while using computers and operating viewers in Central Records.
- All research materials used must be placed in a designated area, not re-shelved.
- Failure to conform to safety measures may result in denial of access to Central Records.
- Only RRC staff will be allowed into the STACK area.