LIBRARIANS NETWORKING
for SUCCESS

Picture this: 13 accomplished librarians, one awesome hotel, and a day filled with knowledge-sharing, innovation, skill development, and training all encapsulated in a kaleidoscope of fun and camaraderie. It all went down on Friday, 2023 November 3 at the close of National Library and Information Week 2023, when the OUR Information Centre OURIC played host to an event that brought together eleven (11) library professionals from various institutions, libraries and ministries across Kingston and St, Andrew in one space, for an event that took networking to a whole new level.

Buckle up because we're about to "*spill the tea*" on OURIC's **Networking Nexus event!** It was a day when the Jamaica Pegasus Hotel Bellisario Suite was transformed into a team-building playground for librarians under the theme "Connect for Success".

The Agenda
Our agenda kicked off with the preliminaries, then the welcome, the prayers, the introductions, the greetings and icebreakers. Then came the discussion points, the presentations, and the training, interspersed with games, trivia, photos and gift-giving.

Winsome Hudson's presentation on "*Strategies and Tools to Market Library Services* was a game-changer, as she skillfully applied 5 Marketing "Ps" - product, price, place, people, and promotion, to the library profession, in her capacity as main speaker.

The former Director of the National Library of Jamaica (NLJ) unearthed gems that left us all enlightened and eager to return to our various spaces armed and ready to apply them to our users.

The Ultimate Showdown
Our training sessions were informative and engaging with very capable trainers from the NLJ; and we mixed things up with trivia sessions that turned into epic battles of wit and wisdom. *Spoiler alert*: some serious brainpower was unleashed! Laughter was abundant, and everyone left a little smarter – but maybe slightly too competitive. (that's enough said about that!)

"Me! Me! Me!" Is what Kaye-Ann Robinson, Documentalist at the Planning Institute of Ja. seems to be shouting, as she seeks to respond to a question in one of the trivia sessions.

There were thought-provoking discussions on improving library services to our users and the role of artificial intelligence (AI), that led to some serious moments of deep introspection and soul-searching;

WHAT'S INSIDE

BEYOND BORDERS: 3 PERSPECTIVES - 2 DAYS

ARTIFICIAL INTELLIGENCE WORKSHOPS

UNLOCKING THE POWER OF AI - SHAPING THE FUTURE OF UTILITIES REGULATION—

By - Colleen Mignott - Coordinator (OURIC)/ Information Officer

Leslie Lee Fook Director, AI, Automation & Analytics, INCUS Services Ltd. Trinidad &Tobago

Sean Thorpe, Dean - Computing/ Engineering, University of Technology, Utech Ja.

Hudson Hollister, Founder/CEO - HData, (Regulatory Technology Company) USA

Artificial intelligence, though not a new concept, has officially arrived. The introduction of innovative chatbots such as ChatGPT, has sparked an unprecedented interest in these personal assistants, and their remarkable abilities to tackle a myriad of tasks has captivated minds, and opened new possibilities for the regulatory space!

Inspired by this knowledge, the Office of Utilities Regulation's Information Centre (OURIC) considered the need for a workshop to introduce the concept to the OUR with a view to improved efficiency in the ways that both management and staff execute daily functions, processes and tasks.

What if a 2-day event packed with informative sessions and led by regulatory AI experts could be the catalyst for positive change in the way we carry out operations? What if this could create opportunities for networking among regulators both locally and in the region? And what if this impact could extend to the regulated utilities and other local partners and utility consumers in general.

Elizabeth Bennett Marsh Public Education Specialist , OUR and co-moderator for the AI workshops

The idea unfolded like a bombshell! And on October 31 to November 1, during National Library and Information Week 2023, that vision became reality. This transformative workshop led by three (3) of the best local, regional and international minds in the field, paved the way for a collaborative journey into the realm of AI and its vast potential to transform the regulatory space.

The insightful sessions highlighted such topics as:

Applications and impacts of AI for industries in general;
Ethical considerations and Future Trends;
Regulatory AI – Compliance, strategy; **Customer Engagement** and more.

The presenters with their own unique styles and approaches to the topics left participants yearning for more.

Our Caribbean presenter, Leslie Lee Fook, Director, AI, Automation & Analytics INCUS Services Limited in Trinidad and Tobago described Generative AI as a Black swan event, unexpected, and difficult to prepare for, yet the most important technological event of our lifetime.

He elaborated on the capacity of AI to strengthen regulatory compliance and monitoring - Improve customer experience, enable us to stay ahead of the curve, reshape the regulatory landscape and help regulatory organizations to redefine their roles. He explained that in response to the impacts of COVID-19, his organization had developed a "robot army" with AI systems that were light-years ahead in the market, and how this helped them stay afloat during that disruptive period. His engaging and lively presentation brought an enjoyable quality that the audience loved and left us with one of the most significant takeaways from those two days:

"AI wont replace you,' he said, '*it's the people that know how to use AI that will (replace you)!"*

Our local speaker, Professor Sean Thorpe, Dean of Computing and Engineering at the University of Technology, Ja. stamped his authority on the subject with a wealth of knowledge and information covering all aspects in his capacity as educator. He strongly advocated for a National Taskforce on AI, stressing the urgent need for a united front, bringing together expertise and innovation through policies to tackle both the challenges and opportunities presented by AI.

> ❝*AI won't replace you, it's the people that know how to use AI that will!* ❞

Last but not least was our international speaker, Hudson Hollister, acclaimed as the founder and CEO of a HData, a company that is regulating the entire energy industry in the US. Hollister's presentation captivated the audience as he also addressed intricate aspects of the subject matter.

His use of the terms "Chunking" and "Hallucination" stood out for me, the former dividing large amounts of data into smaller more manageable units to assist with efficient processing and analysis and the latter, where a model generates information not grounded in the input data, in fact or in reality. He assured us that unlike many of the more popular chatbot systems around, his company had developed unique systems that prevented hallucinations amongst users.

His approach was demonstrative, diagrammatic and to the point, prompting numerous questions from the audience which he welcomed wholeheartedly. No surprises therefore the comments by viewers both near and far: post the event: **'Informative'**, **'eye-opening'**, **'relatable'**, **'easily understood'**, **'wow!'** were just some of the ways in which they described the experience.

This is just the beginning. These 2 days of AI will serve as a platform for regulators to connect and as the impetus for bringing about positive transformations in the work of the OUR and its partners. You can relive the experience on our YouTube channel - @OUR's AI WORKSHOP - DAY 1 and @DAY 2.
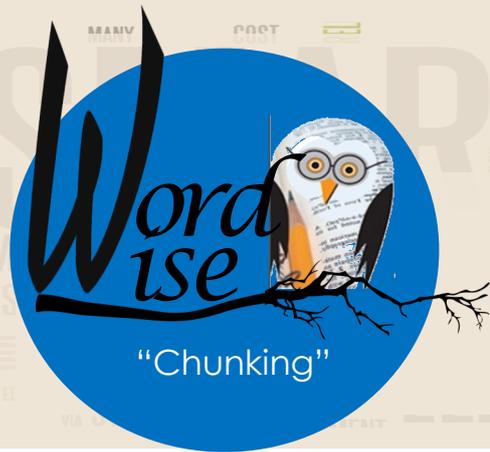
Have you heard the term
CHUNKING (IN AI)?

Chunking in artificial intelligence (AI) is a strategy to enhance the handling and analysis of data by breaking it into more manageable components, facilitating the learning and the efficient processing capabilities of AI algorithms.

NETWORKING - CONT'D FROM PG. 1

but there were some lighter ones too many of them, accompanied by sup-   portive high-fives.

Photo Shenanigans

"Who says librarians can't strike a pose?"

Amidst the strategizing and problem-solving, we took time for a Nexus photoshoot primarily using our Instagram photo frame flaunting OURIC's many resources and services.

The images remain a visual reminder of how we connected, not just through common resources and services, but also goofy grins and weird poses; pictures that are truly worth a thousand words.

Souvenirs to Go!

At the close of the event, librarians were presented with keyrings bearing OURIC's logo, our slogan and a QR code that opened to OURIC's webpage when scanned.

So here's to the staging of another successful Library Week event. If the positive feedback from the team is anything to go by, it is safe to say that the Networking Nexus is here to stay.

(Left) Jody-Anne Brown, Librarian at the Ministry of Finance presents a token to the main speaker and Library Consultant, Winsome Hudson.

THE OURIC SHOWCASE

PIOJ VIRTUAL EXHIBITION SHOWCASES THE OUR
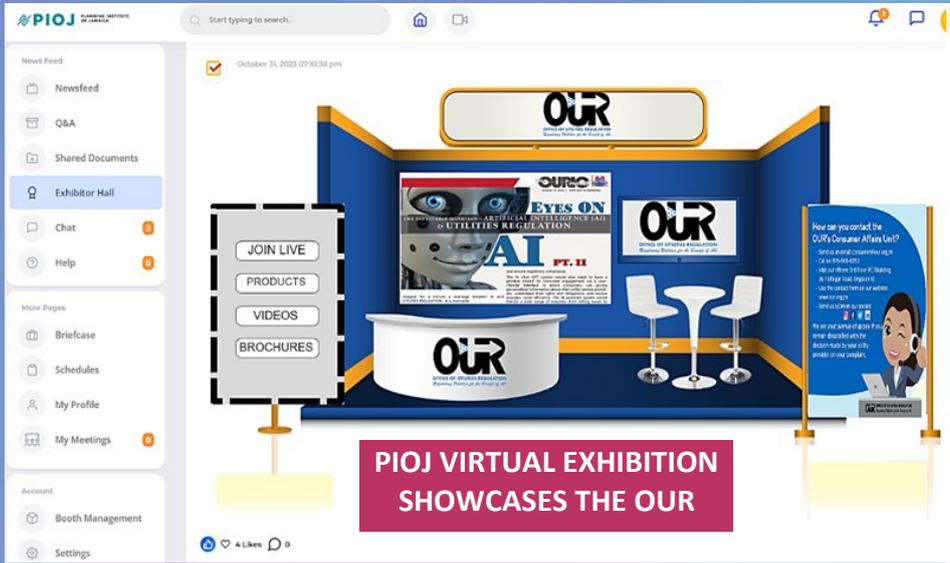
OUR/OURIC publications showcased at Virtual Exhibition hosted by PIOJ

OUR/OURIC publications were showcased at a **virtual exhibition** hosted by the Planning Institute of Jamaica (PIOJ), on Wednesday/Thursday, 2023 November 1 - 2. This event highlighted the existence of new technologies and the unique opportunities available for promotion of OUR/OURIC work and efforts. See screen-grab of the virtual booth at left.

OURIC has been consistent in promoting it's "Discover OURIC" theme. This ad (above) designed for National Library & Information Week's Library and Information Association of Jamaica - (LIAJA) Supplement was published in the Gleaner on November 2, 2023. Scan the QR code to access resources and services on the OURIC webpage.

OURIC MAKES APPEARANCE ON "ECTEL BYTES!"

On October 25, OURIC's Coordinator, Colleen Mignott was interviewed by Karetta Crooks Charles, Communications and Media Relations Manager, ECTEL on their monthly YouTube show, *ECTEL Bytes*. The main purpose was to promote OURIC-coordinated 2-day AI workshop held 2023 Oct 31 to Nov 1.
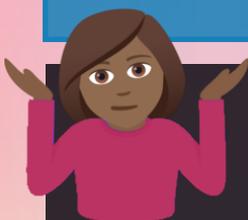
A little card to send a big and heartfelt thank you to Colleen Mignott for providing details about the OUR's workshop on unlocking the power of AI on Episode 19 of ECTEL Bytes.

4.

Library & Information WEEK 2023

The OUR Information Centre – Transforming to meet your needs

Coleen Mignott
Contributor

KNOWN TO many as the space to browse and discover all things related to public utility regulation, the Office of Utilities Regulation Information Centre (OURIC) has recently undergone a transformation as it continues to meet the needs of those who browse its collection.

Its digital transformation started several years ago and now, OURIC has a new look and feel, placing its contents in digital spaces for the convenience of users.

One such transformation is the development of OURIC's webpage on the OUR's website, which was designed and developed to establish a strong online presence for the information centre that would effectively market its products, operations, activities, and services to its desired audience. The promotion of OURIC's cutting-edge technology, primarily its databases, online catalogue, e-books and magazines, research materials, multimedia content and digital library to stakeholders via this medium, is critical to OURIC's visibility and ultimate success.

OURIC's webpage provides remote access to the wide range of resources as well as information available at OURIC.

WHAT'S NEW ON OURIC'S WEBPAGE?

On the updated OURIC page, users can book appointments to visit OURIC's physical facility or register for library programmes and events, among other features. The current design improves on the ease of scrolling, and the page leverages hover animations that change how elements appear, behave, and respond as the cursor is moved over them. Hypertexts and hyperlinked images serve to improve navigation. There are now engaging videos embedded in the page to incorporate sound and motion into the page, thus making it easy to navigate and utilise available resources effectively.

The page also serves up information regarding the library's digital resources and services and guidelines regarding their usage. Users can learn about membership and borrowing requirements and updates to library operations. It's also used to update users on OURIC news and announcements.

Another significant highlight is that the page facilitates research support through online resources, instruction and self-help guides or tools made accessible to patrons, researchers, and lifelong learners. With the improved page users can now leave their feedback, submit suggestions, or ask questions through online forms.

WHAT'S NEXT FOR OURIC?

Developing an OURIC webpage fosters community engagement by providing a platform for users to interact with the information officer. To accomplish this, there are plans for the integration of chat services in future. A glimpse of other plans include:

- Information-sharing partnership with universities and regional regulators;
- Regional conferences and workshops on relevant topics
- Implementation of learning management systems and sensitisation tools to build awareness about OURIC products.

OURIC has a lot more in store, but for now, browse through the webpage: http://bit.ly/OURICweb and rediscover the cutting-edge publications the OUR's very own library houses.

Colleen Mignott is coordinator (OURIC)/information officer at the Office of Utilities Regulation.

EVOLUTION AND GROWTH OF A DIGITAL LIBRARY

With over 9,000 eBooks added to the OUR's digital library in less than a year, it is evident that the Collection has been growing at a rapid pace! Regular updating ensures that the library caters to the research and general interest needs of both staff members and external partners, and prioritising the involvement of staff and other library members in the selection process, ensures a diverse collection covering regulations, digital marketing, finance, procurement, data protection, and other relevant subjects, for both primary and support staff, & other members. To encourage usage of these valuable resources, OUR's Information Centre (OURIC) has launched an extensive promotional campaign, targeting its members, and aiming to expand membership to 500 in the coming year. The campaign, aimed at regional partners, tertiary level students and faculty, as well as other local partners is among the strategies being employed to quickly close the gap. Promotional efforts so far undertaken include the use of "*How-to*" video productions, email marketing, informative infographics and an end user manual to guide members of the library as they seek to navigate the library's holdings.
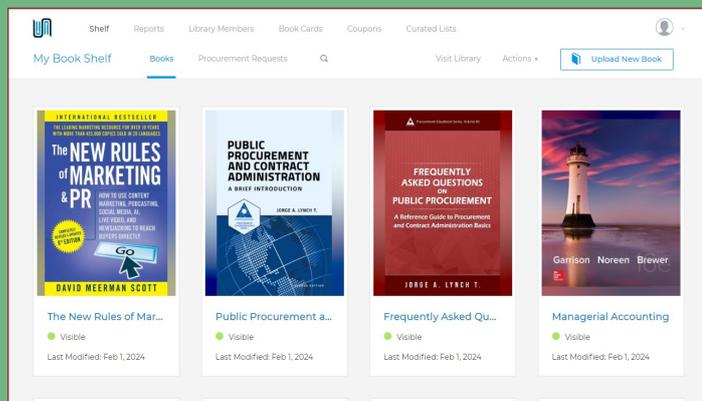
ACCESS OUR DIGITAL LIBRARY

1 SIGN IN
- Sign in to the Digital Library
- OUR staff, use your OUR login credentials
- Now Click libraries ,then
- Click OUR digital library

2 BROWSE
To browse the Collection for an item:
- Use the "Find a book" search option in menu OR
- Browse the Collection and select an item by clicking on the cover
OPTIONAL:
- Before proceeding to borrow you may choose to interact with details associated with the item, including Description; Table of Contents and Reviews etc.
- There is also a SHARE icon which allows you to share a link to the item with friends on social or other media

3 BORROW/READ
- BORROW
  - After selecting an item, click borrow to add the item to your bookshelf.
- READ
  - Navigate to the bookshelf, locate the item and click on book cover again to select it.
  - Click Read and you're good to go!
OPTIONAL:
Before checking the item out of your bookshelf, hover mouse over 'book cover to reveal horizontal 3-dot menu at the lower right hand corner of the book cover, with additional options

4 CUSTOMISE
Once you hit "Read" the eBook will be loaded in full text on the reading screen. You may navigate the pages by using the arrows on the pages, or by vertical scrolling. You can also customize your e-Reader to optimize your reading experience. These options are available using the menu of icons in the upper right hand corner of the page. The 3rd icon "A" allows you to:
- Change Page Colour, Text/Font size;
- View one or two pages at a time;
- Zoom page
- Interchange between horizontal and vertical page scroll
Full screen mode is available using the 4th icon. Other menu icons are explained below.

5 ANNOTATIONS
The Notes icon is the 1st menu icon to the right in the reading view. Highlighted notes, tags and comments are saved here.

6 BOOKMARKS
Bookmarked pages and Contents are located using the 2nd menu icon in the reading view. To bookmark a page use the bookmark icon located to the right of the progress bar which is at the bottom of your reading screen

7 HOW TO MAKE HIGHLIGHTS
Select the section of the text you wish to highlight. A menu of options comes up, allowing you to choose your desired highlight colour or strip the desired section.
After highlighting the text, a second menu comes up with the following options:
- Add Tags , Notes , Comments
- Share the highlighted text on social media
- Delete the highlight
- Sort highlights based on the date they were made. OR based on progress. i.e. their exact location in the ebook

For more information contact ouric@our.org.jm 876-968-6053

OUR INFORMATION CENTRE
OURIC
Your choice for information on UTILITIES REGULATION

OUR DIGITAL LIBRARY
END USER MANUAL 2024
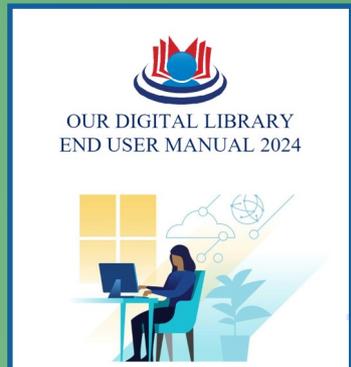
At left, Digital Library process Infographic and above, End user manual . Click images to access.

My Book Shelf

Shelf | Reports | Library Members | Book Cards | Coupons | Curated Lists

Books | Procurement Requests | Visit Library | Actions | Upload New Book

The New Rules of Mar...
Visible
Last Modified: Feb 1, 2024

Public Procurement a...
Visible
Last Modified: Feb 1, 2024

Frequently Asked Qu...
Visible
Last Modified: Feb 1, 2024

Managerial Accounting
Visible
Last Modified: Feb 1, 2024

Screenshot of eBooks as they appear in the OUR's Digital Library

WHY NOT ASK YOUR LIBRARIAN IN 4 EASY STEPS:

- VISIT OUR.ORG.JM
- MOUSEOVER MEDIA CENTRE ON THE MAIN MENU (SEEN IN SCREEN SHOT AT LEFT)
- SELECT "INFORMATION CENTRE". THE PAGE WILL LOAD AS SEEN AT LEFT
- THEN HIT "ASK THE LIBRARIAN"

QUIZ TIME

THE OUR NOW HAS A DIGITAL LIBRARY !!

- When was it launched?
- What is the name of the company that hosts the platform?
- How can I access the Library?
- About how many items are in the digital collection at this time?
- What form should you complete to suggest a title for purchase?

Email answers to ouric@our.org.jm

We're on the Web!
https://bit.ly/OURIC

6.