FAQs

The Office of Utilities Regulation Information Centre (OURIC) opened its doors on October 16, 2003, recognising that there was a need to manage the OUR's growing collection of documents and information resources. This vision which began in April 2000, gave rise to continuous efforts to organise these materials in a space known at the time as the OUR Library. With continuous upgrading and financial assistance from the Japanese Government /UNDP the library was renamed the Office of Utilities Regulation Information Centre (OURIC) in 2003.

Here is a list of frequently asked questions (FAQs) about OURIC. Please email us @ ouric@our.org.jm for answers to any further questions that you may have.

1. **What are some of the items in the OURIC collection?**
   The OURIC collection includes a variety of information and knowledge assets produced by the OUR, including consultation documents responses and submissions, tariff reviews, determination notices, directives, decisions, licenses, codes, regulations, annual reports and sector reports. Additionally, there are -
   - The National Numbering Plan
   - Orders and rulings
   - Regulatory policies and guidelines
   - Service quality standards
   - Sector statistics and performance data
   - Generation Expansion Plans and other sector planning documents

   In addition, there are a wide range of subject books, newspaper clippings, magazines, gazettes etc., in print, digital and online formats, on energy and public utilities regulation.

   In addition, the collection includes a wide range of subject-specific books, newspaper clippings, magazines, gazettes and other resources on energy and public utilities regulation, available in print, digital and online formats.

   Search our online catalogue.

2. **Who can use the Information Centre?**
   Like all specialised libraries, the OUR Information Centre's main clientele are the members of staff of its parent organisation. These are not however our only clientele. Members of the public, as well as enquirers and researchers in the areas of energy, public utilities and public utilities regulation are also welcome to use the facility. Please make your appointments here.

3. **Can I become a member of the Information Centre?**
   All OUR staff members are automatically enrolled as library members, but membership is also extended to our local, regional and international partners. Tertiary level institutions also have a stake. Other users may access many of the library's resources and services without becoming members, as indicated in (#2) above.

4. **Can I search the collection?**
   Yes. You do not have to be a registered member of OURIC to browse our collection. Visit our webpage and navigate to the Search Catalogue form. Enter your search term – author's name, book title, subject matter or keyword. Need help? Our e-Catalogue Guide provides step-by-step instructions to help you get started.

5. **Who can check-out materials?**
   Registered members of the Information Centre may check-out or borrow materials. Not a member? Our Scan and Email service will give you access to information contained in all our collections. Just make your request to the Librarian and we'll email the desired content to you.

6. **As a registered member, how can I check out materials?**
   - Visit our webpage on the OUR's website
   - Scroll down to "*Find your form"*
   - Select the Borrow a book form
   - Then submit your request in just one minute, and the Librrian will provide the material.
     OR
   - Go to "*Search the catalogue"* on the webpage and input your search term (see #4) above.
   - Once the material is found, place a hold on the item and we will take it from there. Again, you can use our e-Catalogue Guide to assist you.

7. **What if the item(s) is/are out on loan?**
   If the item is on loan, we will let you know when it becomes available.

8. **What is the duration of loans?**
   This is usually 14 days but may be extended at the discretion of the Information Officer. See OURIC Policy (currently in draft)

9. **What if the Information Centre does not have the item requested?**
   We can source items for you through various systems including
   - Inter-library loans - Requests from various library networks **OR** through our
   - Title Suggestions Form (prepared for use by external users) and,
   - Make a Wish/Acquisitions requests (prepared for use by staff members).

10. **How can I access an eBook?**
    eBooks are currently available on the OUR's Digital Library Platform, accessible through our webpage. These resources are currently provided to OUR staff members as well as other stakeholders at the Information Officer's discretion; You may contact us @ ouric@our.org.jm for more information.

    Note also that through our Ask the Librarian, and Scan & Email services we can make research materials/content available to you on request. Just Ask us!

11. **Does the Information Centre provide other databases?**
    Yes! There are numerous open access databases and platforms provided in our ***Database Pools*** through the OURIC webpage***.*** *(*Use the *open access databases* link above OR scroll to the *"Database Pools – mixed pool" section of our webpage).*

Note that the Information Centre subscribes to five (5) databases available to staff members only:

- vLex
- ZipLaw
- Competition Policy International
- ScienceDirect
- LexisNexis

12. **Can databases be accessed offsite?**
    Yes. With internet access, our platforms may all be used virtually and are available on all devices.

13. **Does the Information Centre publish a Newsletter**
    Yes, OURIC's newsletter is called The OURIC Factor, published biannually – April – September and October – March each year. To catch the latest editions, visit our webpage and hit the link OURIC Factor Newsletters

For more information you may contact us at ouric@our.org.jm

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