



# **FAQs - OUR Information Centre (OURIC)**

The Office of Utilities Regulation Information Centre (OURIC) has prepared a list of frequently asked questions (FAQs) providing information on OURIC. Please email us for answers to any further questions that you may have.

## **1. Who can use the Information Centre?**

Our Information Centre serves members of staff of its parent organisation, however members of the public, as well as enquirers and researchers in the areas of energy, public utilities and public utilities regulation may use the facility by appointment **ONLY**.

**Due to current COVID restrictions, we are currently NOT accepting visitors to the physical facility.**

## **2. Do I need to be a registered member to use the Information Centre?**

No. The Centre may be used at no cost, to anyone fitting the description in (#1) above. However, recall that **we are currently not accepting visitors**, in which regard you are free to contact us using details on our webpage.

## **3. Who can become a member of the Information Centre?**

Membership is primarily open to members of staff, local and regional partners of our parent organisation and local universities.

## **4. Do I need to be a member to search the collection?**

You do not have to be a registered member of the Information Centre to search the collection. Just hit the OPAC link on our webpage to access our online catalogue. Once there you may search by author, title, subject or keywords.

## **5. Who can check out materials?**

Registered members of the Information Centre may check out materials.

## **6. As a registered member, how can I check out materials?**

Login using your account login information. Search the catalogue for the desired item, (see #4 above). Click on the item from the search results to see the detailed information. Place a hold on the item and the Information Officer will take it from there.

**7. What is the duration of loans?**

See [OURIC Policy](#)

**8. What about item(s) on loan?**

If the item is on loan, you may place a hold on it through OPAC. You will be advised as soon as the item(s) become available.

**9. What if the Information Centre does not have the item?**

There is an inter-library loan facility available to staff and local stakeholders ONLY. Interlibrary loan request forms are available online.

**10. How can I access an eBook?**

Ebooks are currently available to staff members and stakeholders ONLY, through the ProQuest eBook Central database. The Information Centre will very soon be establishing an eBooks Library which will be accessed through our webpage and OPAC. **Open Access eBooks**, freely available online will also be provided through our webpage and online catalogue.

**11. Does the Information Centre provide other databases?**

The Information Centre subscribes to five (5) other databases including:

- [JustisOne](#)
- [ZipLaw](#)
- [Competition Policy International](#)
- [ScienceDirect](#)
- [LexisNexis](#)

**12. Can databases be accessed offsite?**

Yes. If you are a registered member of OURIC with internet access, you can use our databases virtually. Simply logon to the OPAC using your credentials and this will allow you to do so.

**13. How can I get an account?**

This will be generated through the creation of a patron/user record in our online library catalogue system.

**14. What are some of the items in the OURIC collection?**

The collection includes books, newspaper clippings, magazines, gazettes etc., as well as digital and online items on the subjects of energy and public utilities regulation. Records of these items can be found by searching our [online catalogue](#).

For more information you may contact us at [ouric@our.org.jm](mailto:ouric@our.org.jm)