

# OURIC RE-IMAGINED

## THE OUR INFORMATION CENTRE - ANYTIME • ANYWHERE

Imagine a world where library service has no walls; we're living there now. According to Finch (2020), in Ian Anstice's article, "What's happening to your Library?", the coronavirus pandemic is above all an accelerator of certain trends and developments. We've seen a massive move to online - inevitably! Things that seemed impossible for libraries to achieve in a digital space are now happening. It's a healthy reminder that a library is not its building, nor solely its physical collections; the library is a service, and the building only its most evident tool.

In such a world the librarians are assigned the mission of identifying and meeting user needs around knowledge, information and culture by exploring partnerships, online and offline services, and new ways to connect. The OUR Information Centre is living precisely that future.

**“A library is not its building, nor solely its physical collections; the library is a service, and the building only its most evident tool”**

In this era of a pandemic, the OUR Information Centre (OURIC) has moved to address the changing needs of its users, via systems that enable digital transformation of functions, processes, resources and services many of which were once only facilitated by library visits. This revolution has heralded a radical reimaging of the former model. The rapid pace of change and innovation has transformed user behaviour, placing greater demands on digital channels, ushering in a new era of irreversible trends that has driven this new revolution in service delivery and has given rise to a re-imagined OURIC with unlimited access anytime and anywhere.



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### 1. ONLINE CATALOGUE

In 2020 July, OURIC implemented an online library catalogue - a database of titles of materials held by the library. The primary objective was to allow virtual access by members to browse the collection and borrow desired items. The catalogue was recently updated with over three thousand (3,000) records of OURIC titles.

- ◆ Access to the platform is gained via a link on the OUR's website with login credentials and a password. This opens the gateway to a wide range of titles and digital content.
- ◆ Searches are done using various terms such as - Title; Author; Subject; Keyword, and other known terms.
- ◆ Search results are accurate and thorough, and located titles may be requested from the Information Officer.
- ◆ The catalogue houses links to eResources and various subscription databases.

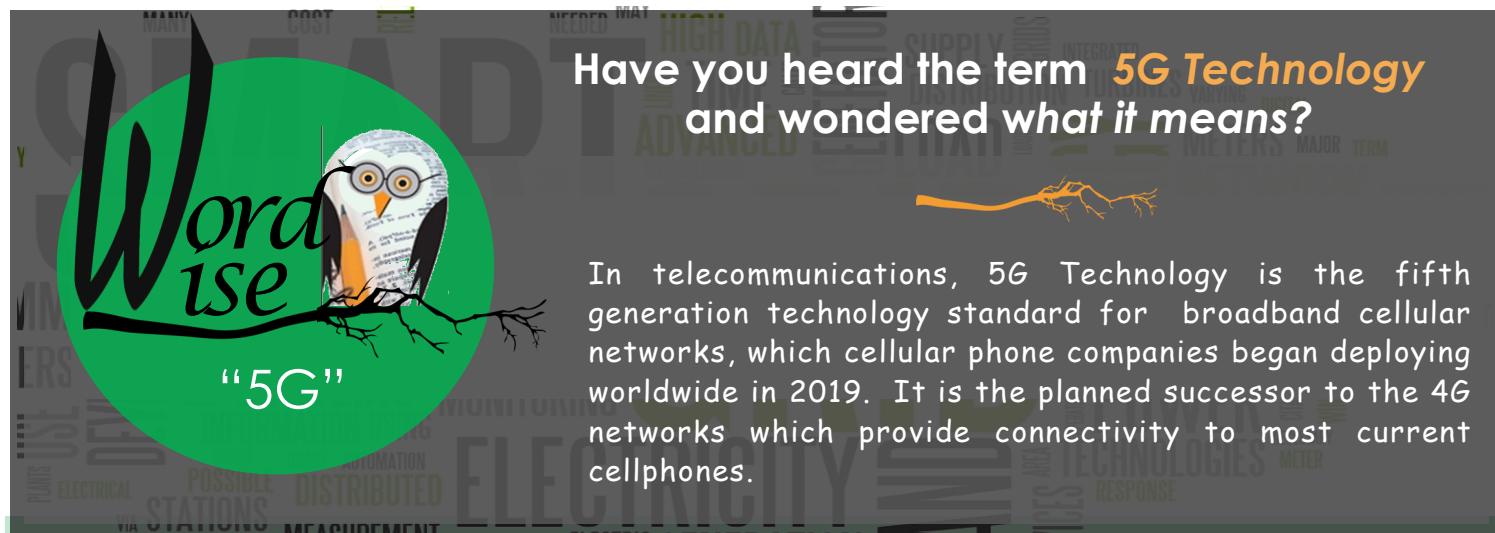
**“The online catalogue was recently updated with 3,000 records of OURIC titles.”**

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## Have you heard the term **5G Technology** and wondered what it means?



In telecommunications, 5G Technology is the fifth generation technology standard for broadband cellular networks, which cellular phone companies began deploying worldwide in 2019. It is the planned successor to the 4G networks which provide connectivity to most current cellphones.



## OURIC in the YEAR OF THE PANDEMIC!

You've heard it said, haven't you? 2020 was the worst year ever! It all started with a pandemic! The death and destruction caused by it. The government's handling, or mishandling of it. The ways that the pandemic exposed the failures of our social system. The ways that it has affected our routines, the people we love and the delusions once held that the future is in our control. Yes! We can all agree that it wasn't our best year ever! But in the midst of it all there were some great moments for the OUR Information Centre, specifically the ones highlighted below.

Under the banner of National Library and Information Week, OURIC devised a series of activities to bring awareness, generate interest in OUR materials, and build networks with local and regional collaborates. The events were promoted on OUR's social media platforms. Here are some highlights in case you missed them.

### ⇒ MIC CHECK, 1,2,3..

2020 October 28

Radio programme - OURIC Coordinator made her debut with a guest appearance on OUR's weekly radio programme aired on Radio Jamaica and Nationwide News Network - Inside the OUR . The interview highlighted details of OURIC's participation in the National Library Week celebrations.



### ⇒ PRINT AND SOCIAL MEDIA PROMO

2020 October 25 - 31.

OURIC published a Gleaner ad which was also featured on OUR's Facebook, Twitter, Instagram and LinkedIn pages during National Library Week

#### Messaging:

- UNLOCK OUR FUTURE
- UNLOCK OUR VALUE
- UNLOCK OUR RESOURCES



### ⇒ ZOOM, ZOOM, ZOOM!

2020 October 28

The OUR Information Centre (OURIC) zoomed into its first Virtual Symposium, *OURIC Untapped: Unlocking the resources of the OUR Information Centre* with over 80 participants, including regional partners local universities and various library associations, affiliates and networks.



### ⇒ EXTRA! EXTRA! READ ALL ABOUT IT!

2020 October 29

OURIC Coordinator turned Gleaner writer for a day, publishing an article in the Gleaner's 2021 LIAJA supplement entitled: "OURIC: the only specialised utilities library in the English-speaking Caribbean. "

[Read the full article on Page 8](#)

## 2. "NEW LOOK" OURIC WEBPAGE

OURIC has crafted a new and improved webpage that will leave you smiling from ear to ear. The new look OURIC page is both functional and interactive with current features ranging from a search form to accommodate searches of our online catalogue (OPAC), to a curated list of links to resources on utilities regulation and a variety of online forms that facilitate OURIC processes and requests for specific services. These forms include:

- ◆ [Ask the Librarian reference service](#) - enabling library users to ask questions online;
- ◆ [Request for loan forms](#) - facilitating requests for loan of physical or digital materials managed by OURIC;
- ◆ [Scan & Email](#) - allowing for requests for selected pages in a book to be scanned and dispatched;
- ◆ [Recommendation of titles](#) (print, online and digital) for inclusion in the Collection;
- ◆ [Request for purchase](#) by staff members.

OURIC's webpage is now a gateway to utilities regulatory information in three (3) specialised categories, each representing the sectors regulated by the OUR, and one (1) general category on utilities regulation. This portal was created based on the realisation of the need for an informed staff and public about what is available on procedures and decisions made internally as well as resources available to assist with research. A curated list of links allows for ease of navigation.



In addition the page now offers:

- ◆ Research Tips;
- ◆ Subscription/Membership databases such as JustisOne, Ziplaw, Competition Policy International, ScienceDirect and ProQuest
  - ◆ Digital resources such as eMagazines and Journals, eNewspapers and archives and newsletters, and
  - ◆ Open access databases; videos, online tutorials and more.

[SEE FOR YOURSELF!](#)

## 3. "GOING DIGITAL" LIBRARY

Take a good look at your smartphone. In the coming months this and other devices will be closer to you than they've ever been because OURIC is going digital!

OURIC is in the process of procuring a digital library solution comprising a digital collection of industry-related eResources in various formats both acquired from eBook publishers, and converted from conventional material.

The digital library will:

- Be accessible by staff members and stakeholders via the internet;
- Facilitate full-text searching;
- Facilitate engagement across multiple devices, channels and modalities;
- Be accessed 24/7;
- support multimedia content, text, videos, audio etc.) as components of each resource;
- Accommodate simultaneous/concurrent use of resources by multiple users;
- Provide a friendly user interface;
- Support search and retrieval;
- Accommodate a loan system; and
- Allow for resource sharing with other libraries.



**"OURIC has crafted a new and improved webpage that will leave you smiling from ear to ear. The new look OURIC page is both functional and interactive with features ranging from a search form to accommodate searches of our online catalogue (OPAC), to a curated list of links to resources on utilities regulation "**

If you can imagine a world where there is immediate and clickable access to a range of resources that are specific to your needs, and where information is at your fingertips; If you can imagine information access with little or no physical boundaries, not being limited to one device or format, and having the ability to access information at anytime. If you can imagine a gateway that leads to numerous resources essential to your research and decision-making....then re-imagine OURIC.

**"Take a good look at your smartphone. In the coming months this and other devices will be closer to you than they've ever been because OURIC is going digital! "**

Without question there are challenges that lie ahead, but OURIC has proven to be resilient, and as

Eleanor Murray once said: "resilient entities don't bounce back, they bounce forward."

**Watch this space for more!**

Anstice, Ian. (2020 May 20). *What's happening to your Library?* PublicLibrariesNews.  
<https://www.publiclibrariesnews.com/about-public-libraries-news/coronavirus-public-library-ideas-and-responses/imagine-a-library-service-with-no-buildings-were-living-there-now-an-interview-with-matt-finch-in-the-time-of-coronavirus>

## Upcoming EVENTS

- DIGITAL LIBRARY DEVELOPMENT
- OURIC WEBPAGE LAUNCH
- ROLL-OUT OF ONLINE CATALOGUE
- LIBRARY WEEK ACTIVITIES

STAY TUNED!



## TEN ISLANDS - THE UNTOLD STORY ABOUT PARTNERSHIPS and finally “pulling it off”

**C**ollaboration”. What a beautiful word. It signals the birth of something that is mutually beneficial to two or more parties - it is the action of working together to produce something great, people are eager to participate in efforts to accomplish it, making it simple to achieve. At least that's what we thought, when in May 2020 the OUR Information Centre (OURIC) embarked on a project of networking with OUR partners in the English-speaking Caribbean which was intended to culminate before the year was out. Not so!

The concept was devised based on OURIC's unique position as an established facility with approximately **400** OUR-authored items in-house and thousands of other materials about the utilities regulatory sector on the OUR's website. The plan was to share this knowledge with regional entities bearing commonalities in business, operations and research. The idea seemed a no-brainer.

### TEN ISLANDS

Utilities regulatory partners from ten islands in the Caribbean region were targeted for engagement having similar facilities or collections, and we hastened to set in train activities that we hoped would lead to formal agreements to partner. Numerous contacts were made via different media, inviting these potential information partners to meet for a formal introduction regarding the tenets of the proposal.

### MEETINGS

After this arduous and involved process, meetings were held with nine (9) of the ten where they were informed about the collection and the details of the partnership. Efforts to secure a meeting with one regional partner was unsuccessful; that partner subsequently disengaged.

### RELATIONSHIPS AND MORE

The need to establish relationships was a major selling

point; just to be able to pick up the phone or send an email to share information or keep in touch was essential to maintaining the partnership, and would auger well for our combined entities. Information sharing would naturally flow from this relationship. his, while increasing stakeholder base via usage of each others' resources; impacting research quality and capabilities of users in the islands, Increasing collections and resources available to OURIC users; and increasing access to information pertaining to the utilities sectors that the OUR regulates.

### AGREEMENTS

Emerging from the meetings 10 MOUs were drafted tailor-made to each of the 10 jurisdictions despite not being able to secure a meeting with one. After weeks of reviewing the documents by our various Legal teams and CEOs, four (4) partners finalised their agreements and accepted our invitation to attend a signing ceremony. This meant that there would still be a waiting period for six (6) other partners to finalise.

### MOUs - THE VIRTUAL SIGNING

This landmark virtual signing ceremony was held on March 25, 2021. After nine (9) months partnerships had come to full term and had finally been birthed and the deals were inked by the signing of approved MOUs by three (3) of the four (4) consenting partners. They were:

#### **Mr. Donald Cole**

Executive Director, Public Services Commission  
U.S. Virgin Islands

#### **Dr. George Matthew**

Acting CEO, Public Utilities Regulatory Commission,  
Grenada

#### **Mr. Craig Nesty**

Executive Director, National Telecommunications  
Regulatory Commission, Dominica



OUR's Director General Ansord E. Hewitt at the virtual signing ceremony to mark the beginning of an information sharing partnership between OURIC and three regional partners.

[SEE LARGER IMAGE OVERLEAF](#)

The fourth partner remains in waiting for a date that is mutually convenient. [MORE OVERLEAF](#)

# TEN ISLANDS - THE UNTOLD STORY cont.

So ten (10) became nine (9); nine became four (4), then 4 became three (3). But the story is far from over. While we await finalisation of MOU's from five (5) partners we remain confident that an information-sharing match has truly been struck between ourselves and our regional partners. Through it all we have been made better for having made meaningful connections with ten islands.



On Thursday, 2021 March 25, OUR's Director General, Ansord E. Hewitt, (top left) participated in a virtual symbolic signing to cement the agreement with three of the regional regulators (clockwise) Mr. Donald Cole, Executive Director, US Virgin Islands Public Services Commission; Mr. Craig Nesty, Executive Director, National Telecommunications Regulatory Commission, Dominica and Dr. George Mattheus, Acting CEO Public Utilities Regulatory Commission.

## BEYOND OUR BORDERS

Let's go GLOBE-TROTTING! Come with us as we hop across the globe in search of utilities regulatory news, views, information and happenings -

### "BEYOND OUR BORDERS".

Our first stop was the **UNITED STATES** where we found the **TOP 10 UTILITIES REGULATORY TRENDS**

**FOR 2021.** **LOOK** out for this feature every other week in your emails!

Tell us what our **NEXT STOP** should be and what information to look for!

We'll definitely find it for you! So **DROP US AN EMAIL** at [Ouric@our.org.jm](mailto:Ouric@our.org.jm) and **let's travel!**



# O-U-R-I-C AT YOUR SERVICE

A critical component of utilities regulatory organisations is research. For this reason, OURIC is always seeking to facilitate access to cutting edge information required by regulators to fulfil their roles and mandate, among which are:

- Protection of the public interest;
- Monitoring and ensuring compliance of utilities, with contractual obligations to the government and consumers and with other legal and regulatory requirements
- Establishing quality of service and accountability standards (for non-compliance)
- Administering tariff adjustments and periodic reviews
- Providing advice and counsel to government on policy matters
- Managing the introduction of competition into traditionally monopolistic industries (including anti-trust activities), and
- Managing relationships with stakeholders.

Based on recommendations from internal experts OURIC was successful in locating and acquiring resources and formats delivering relevant,



specialised, authoritative, reliable and current content.

While we explored a variety of formats we were keen to give priority to those that maximise access by multiple stakeholders in a convenient manner. Databases and online portals were therefore high on our list, being among the most organized collections of digitised content, among which are periodical articles, books, and journals

See below for what we've acquired so far.

Got requests?  
Hop on to  
OURIC's web  
page and use our  
[Request titles for  
purchase](#) form to make  
your suggestions.

**REMEMBER WE'RE  
AT YOUR SERVICE!!**

## MEMBERSHIP DATABASES AND PORTALS

**JustisOne**

 **CPI** COMPETITION POLICY  
INTERNATIONAL

 ProQuest  
Ebook Central™

 **LexisNexis®**

 ELSEVIER

**ScienceDirect**

  
**okoha**  
FREE LIBRARY SYSTEM

**ZipLaw**  
legal information for Jamaica

 **ICIS**  
Independent Commodity  
Intelligence Services

**S&P Global**  
Platts

  
**IEA**  
International  
Energy Agency

# TRANSITIONING FROM PAPER TO E-FORMS A HYBRID MODEL

Organisations and the departments within them depend on the efficient movement of information to run their businesses. In the case of a manual system, the process can be tedious, leading to reduced productivity and costly delays.

Consequently, more industries are digitalising their paper forms and moving to web-based electronic forms (eForms) to optimise the processing of information. The OUR Information Centre (OURIC) saw the need to move in this direction in order to ensure sustained service to its users primarily in the face of reduced movement, resulting from the global pandemic, and in the absence of physical library visits. While not discarding print-based forms, the

benefits of using their electronic counterparts cannot be discounted.

## STEPS TO ACCESS

- [Click here to access our webpage.](#)
- Complete the form that matches your request. Your submissions will trigger email notifications to the Information Officer and an automatic response thanking you for your requests.
- OURIC will contact you to advise that your query is being processed.

HOW MAY WE HELP YOU?



### REQUEST LOAN OF LIBRARY TITLES

Library members may use this form to borrow material(s) from the library. Each member is allowed a maximum of three (3) titles for a period not exceeding 14 days, unless otherwise indicated by the Librarian. Once the form is submitted, the Librarian will prepare your loans for dispatch and advise you when the titles are ready to be checked out



### ASK THE LIBRARIAN

Use this form to make a request for information

Email \*

Valid email



### SCAN AND EMAIL

Use this form to make a request for the library to scan and email a required excerpt from a book from our collection. Materials should be emailed to you within 3 working days, depending on your requests. If you are a NON-member without access to the collection or knowledge of the material, type NA in the relevant sections. PLEASE COMPLETE ALL SECTIONS



### SUGGEST A TITLE FOR PURCHASE

Use this form to suggest titles that you would like OURIC to acquire. If we purchase this title we will place it on hold and notify you as soon as it arrives

[\*\*CLICK HERE FOR  
ACCESS\*\*](#)



### ACQUISITION FORM (Staff members)

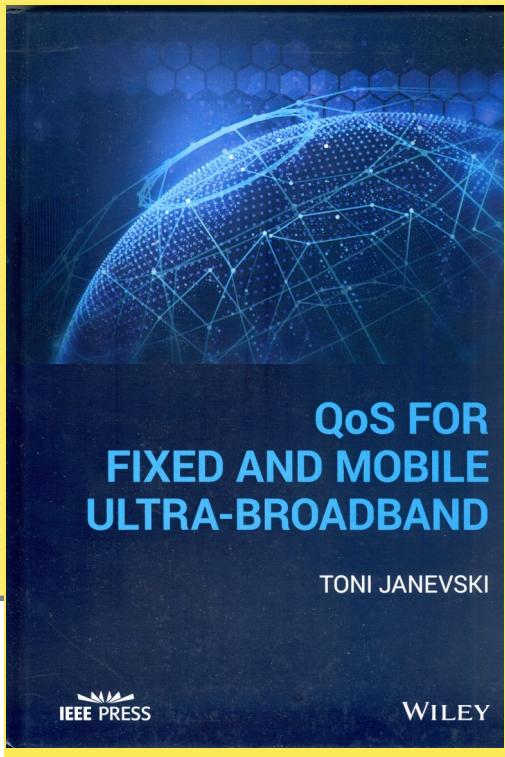
Staff members should use this form to request titles for acquisition.

Email \*

Valid email

# COLLECTION FEATURES:

## WHAT'S NEW IN OURIC?



Quality of Service (QoS) has been mandatory for traditional telecommunication services such as telephony (voice) and television (TV) since the first half of the past century, however, with the convergence of telecommunication networks and services onto Internet technologies, the QoS provision remains a big challenge for all ICT services, not only for traditional ones.

*QoS for Fixed and Mobile Ultra-Broadband* covers the standardized QoS technologies for fixed and mobile ultra-broadband networks and services, including the business aspects and QoS regulation framework, which will all have high impact on the ICTs in the current and the following decade.

The book begins by introducing readers to the telecommunications field and the technology, and the many aspects of both QoS and QoE (Quality of Experience). The next chapter devotes itself to Internet QoS, starting with an overview of numerous technology protocols and finishing with business and regulatory aspects. The next three chapters look at QoS in Next-Generation Network (NGN) and Future Networks, QoS for fixed ultra-broadband, and QoS for mobile ultra-broadband.

The book also provides in-depth accounts of services in fixed and mobile ultra-broadband; broadband QoS parameters, KPIs, and measurements; network neutrality; and the QoS regulatory framework. *QoS for Fixed and Mobile Ultra-Broadband* is an excellent resource for managers, engineers, and employees from regulators, ICT government organizations, telecommunication companies (operators, service providers), ICT companies, and industry. It is also a good book for students and professors.

### JUST IN CASE YOU MISSED IT HERE'S OURIC's NATIONAL LIBRARY WEEK 2020 GLEANNER FEATURE

THE GLEANER, THURSDAY, OCTOBER 29, 2020 | [www.jamaica-gleaner.com](http://www.jamaica-gleaner.com) | LIAJA FEATURE

E3

# OUR Information Centre:

*The only specialised utilities library in the English-speaking Caribbean*

SPECIAL LIBRARIES have long been known for delivering specialised services and providing information that is relevant to the work of their parent organisations. In the words of one writer, special libraries are the "blood vessels of the specials" – special subjects, special clientele and special space – playing a pivotal role in research activities for national development.

The level of support provided to the organisation from special libraries is as critical for its success, as is the support given



by the organisation of which

it is a part. It is a reciprocal relationship with mutual interchange of privileges between both parties: the guiding principle on which the Office of Utilities Regulation's Information Centre (OURIC) was established.

OURIC provides access to resources in various formats, on both primary and collateral subjects. As a specialised utilities library, it boasts a vast

array of materials pertaining to the utility sectors in Jamaica, making the facility the only one of its kind locally or within the English-speaking Caribbean.

Of significance also is that the facility houses a special collection of the OUR's publications: Guaranteed and Overall Standards; Tariff and Consultation Documents; the National Numbering Plan; Directives and Determination Notices or Decisions that have had national impact. As the container of the OUR's body of work, OURIC is, therefore, uniquely positioned as the repository for all regulatory publications relating to Jamaica's electricity, water and sewerage and telecommunications sectors.

With such a wealth of information, OURIC seeks to promote balance in the provision of access to its resources. Not only does it provide a special clientele

with specialised content from a special space but it has also found a special place in the heart of the public – a public special library, if you may! OURIC's staff is guided by the OUR's mission and recognises that the public and other potential stakeholders need to be informed to better understand utilities regulation. To this end, it has reached out to universities, with a view to adding materials on their reference and reading lists, and to its regional and global partners to share this knowledge with their own user communities.

OURIC also manages the content on the OUR's website and provides research services to interested stakeholders.

Recognising that we are now in unusual times, the mantra of information sharing, transparency and accessibility has led the team to explore other avenues through which

to make documents in OURIC accessible. As such, it is strategically and incrementally developing information-sharing networks to make this possible.

So, what makes OURIC special? Is it our publications? Is it our unique positioning? Is it our users? Well ... yes!

Despite the challenging times, OURIC continues to serve both our internal and external customers safely, as it moves to fulfil its mandate, purpose, and special commitment to you.

Contact us at 876-968-6053, or [ouric@our.org.jm](mailto:ouric@our.org.jm). We can't wait to hear from you!

Happy Library and Information Week to all library professionals across Jamaica.

**Colleen Mignott**  
**Coordinator of the Office of Utilities Regulation's Information Centre (OURIC)/Information Officer**

**WE WANT TO HEAR FROM YOU! Drop us a line at:**



We're on the Web!  
[www.our.org.jm](http://www.our.org.jm)

**The Office of Utilities Regulation Information Centre (OURIC)**

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