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## OURIC POLICIES AND PROCEDURES

**Version 2**  
**2019-10-19**



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DOCUMENT TITLE AND APPROVAL PAGE

1. POLICY NUMBER:

2. POLICY TITLE:

3. PURPOSE OF DOCUMENT

This document sets out the policy for the management of the information Centre at the OUR.

5. APPROVAL

This Policy is approved by the \_\_\_\_\_ and becomes effective on \_\_\_\_\_.

On behalf of the Office:

.....  
Signature

.....  
Print Name

.....  
Date



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## 1. [Introduction](#)

**1.1.** In April 2000, the OUR recognized the need to effectively manage the documents and books which it had accumulated. As a result, the OUR's Library was established in October 2003; it has since evolved into the Office of Utilities Regulation Information Centre (OURIC).

### 1.2. Objectives:

- Deliver relevant and user-centric content to its stakeholders;
- Enhance user experience through excellent customer service;
- Modernise its approach to information access and delivery;
- Maintain standards of excellence in its representation of the parent organisation;
- Ensure that the Information Centre maintains its positioning as the regional resource centre of choice for information on utility regulation;
- Promote continuous improvement in service delivery.

### 1.3. Collections:


1.3.1. OURIC's collection includes more than just print formats, but also multimedia and digital resources, and subscriptions to electronic resources

#### 1.3.1.1. Print resources

- Books on utilities regulation
- Annual Reports for Utility Companies
- Internal Publications such as Determination Notices, Consultative Documents and Directives
- Periodicals
- Newspaper Clippings
- Licences
- Training manuals on utility regulation
- Law collection

#### 1.3.1.2. Multimedia and data formats

- DVDs, CDs and jump drives

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### 1.3.1.3. Electronic resources

- Databases
  - Access to e-book resources such as:
    - ProQuest
    - Science Direct
    - LexisNexis
    - JustisOne

## 1.4. Services


### 1.4.1. OURIC's services include

- Reference and Information Service by telephone/email
- Library Information System – provides virtual access to material
- Inter-library Loan/Document Delivery services
- Community Information Service (CAS) regarding new arrivals and current events
- Indexing and abstracting service to save the users time
- Selective Dissemination of Information (SDI) based on subject interests and requirements
- Computer/Internet facility
- Publishing library newsletter to update users on library activities

## 2. General Maintenance

### 2.1. Overview

2.1.1. The Information Centre supports the OUR by providing relevant and timely information to staff members and the general public when needed. Information in OURIC is kept in a format that encourages ease of retrieval of information.

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## 2.2. Collection upkeep

2.2.1. Library material should not be re-shelved by users but should remain in the space where they are utilized, typically until end of day when shelving and re-shelving activities are usually undertaken. This activity is conducted by the Responsible Officer, or any library staff as assigned.

2.2.2. The weeding of the collection and disposal of material are guided by OURIC's Weeding Policy located in this manual.

## 2.3. Filing of Gazettes

2.3.1. Four (4) categories of Gazettes are received from the Office of the General Counsel (OGC):

1. The Jamaica Gazette
2. The Jamaica Gazette Extraordinary
3. The Jamaica Gazette Supplement Proclamations, Rules and Regulations
4. The Jamaica Gazette Supplement Bills and Acts


2.3.2. The OGC is responsible for the separation of the gazettes into two major categories:

- a. Gazettes of permanent value, which are held in the Information Centre for an indefinite period of time and
- b. Gazettes of temporary value, which are held for a period not exceeding two (2) years.

Gazettes of permanent value contain information that is relevant to the business of the OUR, including tariff increases and appointments. Once determined to be such, these should be handed over to OURIC within three (3) working days of receipt.

Gazettes of temporary value contain information that is unrelated to the OUR's business and are therefore discarded at the prescribed time of two (2) years.

2.3.3. Records of gazettes deemed valuable to the OUR, are logged into a database that is managed by the Information Centre. The gazettes are thereafter filed chronologically.

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2.3.4. Gazettes of temporary value need NOT be filed but are kept in OURIC for a period not exceeding two (2) years, after which time they are to be discarded.

2.3.5. The weeding of the collection and disposal of material are guided by OURIC's Weeding Policy.

## **2.4. Newspaper Upkeep**

### **2.4.1. Storage and Disposal**

The OUR subscribes to the major newspapers and receives nine (9) copies of the Daily and Sunday Gleaner and the Jamaica and Sunday Observer, Mondays to Fridays, and one (1) copy of each weekend edition. Copies of the Western Mirror, which is published on Mondays, Wednesdays and Fridays, are also received, as well as the Jamaica/Mandeville Weekly.

Daily distribution of newspapers to OURIC:

One copy of each newspaper is deposited in OURIC daily as follows:

- The Gleaner
- Jamaica Observer
- Weekend editions of both these major newspapers
- The Western Mirror
- Any other as added


Copies of all major newspapers are stored in date order for a period not exceeding three (3) months, at the end of which they are discarded.

All other newspapers are stored for a period not exceeding one year and discarded at the beginning of each calendar year.

Members of staff in receipt of newspapers, outside of those deposited in OURIC are fully responsible for their disposal.

2.4.2. The disposal of material is guided by the OURIC's Weeding Policy.



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### 3. [Loan Policy](#)

#### 3.1. [Overview](#)

3.1.1. OURIC is committed to the provision of effective access to recorded knowledge on various aspects of utilities regulation, in response to the information needs of the organization and other stakeholders.


3.1.2. The Information Centre recognises its responsibility to make its holdings available to both its internal and external stakeholders and to offer assistance in the use of its collections.

3.1.3. Our loan policy will therefore set out the provisions for the management of the information centre's resources, ensuring fair access for all users of OURIC's collection, services and facilities and adequate tracking of all materials and resources. It includes the designation of loan periods, restriction on the circulation of certain library materials, the definition of borrower privileges and the definition of access to and use of library services and facilities. Privileges will vary according to borrower status and are granted subject to the continuing adherence to the established library regulations.

#### 3.2. [Permanent Staff](#)

##### 3.2.1. Loan period and Extensions

Members of staff are allowed a maximum loan of three publications (non-reference) for a two (2) week period and one reference publication for a one (1) week period. Loan periods may be extended as follows:

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- First request – 5- day extension
- Second request – 3- day extension
- Third request – 2- day extension

Where the extension period ends on a weekend or a public holiday, the return of the material falls due on the following working day.

Further extensions may not be granted after the third request period has expired, except in extenuating circumstances. The decision to extend is solely at the discretion of the Information Officer. If there is an application during the extension period, then the subsequent request will be denied.

### 3.2.2. Non-grant of loans


Loans will not be granted to staff members who will be out of office for periods exceeding the loan period.

### 3.2.3. Defaulters

Staff members or temporary members of staff who default on their loans will be sent two (2) notifications. The first will be submitted on the day following the due date of the loan. If the material(s) is/are not returned, a second notification will follow two days after the first. If the material is still not returned, an additional reminder may be submitted to the defaulting officer. In that event, intervention will be sought from Department Heads in an effort to encourage compliance.

Borrowing privileges will be withdrawn until full payment for materials not returned has been made.

### 3.2.4. Staff Resignations/Vacation Leave

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The Admin/HR Department shall notify the Information Officer via email regarding submitted applications for vacation or resignation documents as soon as they are received, allowing sufficient time for the retrieval of outstanding library material.

The Information Officer shall advise the staff member(s) via email copied to the respective HODs to return the outstanding material with immediate effect or have discussion with the Information Officer regarding the possibility of an extension to the following day, if they are not in possession of the material. If not returned within the prescribed time, the OURIC Coordinator will notify Admin/HR and seek intervention either for their return or the compensation for lost item in accordance with Lost Material procedure below.

### 3.2.5.Lost material


Where material has been lost or mislaid the Information Officer will submit, through the Director, Consumer and Public Affairs, a clearance (authorization to proceed) note to the Financial Controller, for the release of final payment owed by staff, or cost to recover misplaced material. Borrowing privileges will be withdrawn until full payment for materials has been made.

### 3.2.6.Exemptions

Some categories of staff members are not subjected to the time limits of the Loan Policy as stated above:

Members of the Legal Department may borrow material from the Law Collection for a period not exceeding six months, in order to afford sufficient time for research on legal matters affecting the organization and to assimilate the complex issues involved in formulating policy.

Those staff members who require material to perform work-related tasks may be granted loans for a period not exceeding three months.

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### 3.3. Temporary staff

#### 3.3.1. Loan period and Extensions

Temporary members of staff are allowed a maximum loan of one (1) publication (non-reference) for a one (1) week period, after the initial one month of employment. This loan period may be extended as follows:

First request – 3 days

Second request – 2 days

Where extensions end on a weekend or a public holiday, the material falls due on the next working day.

Further extensions may not be granted after the second request period has expired. If there is an application during the (extension) period, then the subsequent request will be denied, except in instances where it can be shown that the material is required for an extended period towards the execution of work-related tasks.

#### 3.3.2. Defaulters

The prescribed treatment of defaulters who are temporary staff members are outlined in section 3.2.3.

#### 3.3.3. Lost material

Lost material will be treated as indicated in 3.2.5 above.


#### 3.3.4. Loans required before the initial one month probationary period has expired should be sanctioned by the relevant Head of Department.

### 3.4. Public users

#### 3.4.1. As a general rule, the home loan service will not be extended to members of the public.

However, loans may be secured to individuals who are members of specific institutions or

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entities via special, external arrangements with these institutions or entities. In this event materials may be loaned to the institution via inter-library loan arrangements, in which regard, the borrowing entity would be subject to the provisions of those arrangements (see 3.5).

### 3.5. [Inter-library loans](#)

3.5.1. External libraries may be loaned a maximum of two non-reference publications for a period of seven (7) working days. *(Please see [Appendix VI](#) for Inter-Library Loan Form).*

3.5.2. The loan period may be extended on request in the following form, providing there are no requests for additional loans made prior to the request for extension:

- First request – 5 working days
- Second request – 3 working days
- Third request – 2 working days


3.5.3. Libraries that are non-compliant with the above stipulation will be sent a reminder twice, each at two (2) day intervals. If the material is still not returned, a third reminder will be sent to the borrowing librarian and copied to: the HR Manager of the library's parent organization; the OUR's Director of Consumer and Public Affairs; and the OUR's Director of Administration/HR.

3.5.4. Failure to return the material will result in termination of the service to the borrowing library and the imposition of a charge for the replacement of the material.

### 3.6. [Koha Library Management System](#)

3.6.1. The Information Centre will institute, through the Koha Integrated Library Management System, an Online Public Access Catalogue (OPAC) to introduce advanced methods of accessing and retrieving information resources, and to revolutionise the ways in which loans are provided to its stakeholders.

#### 3.6.2. Loans through OPAC

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The Online Public Access Catalogue provides a gateway to the collections of the Information Centre, which allows users to search the database of the bibliographic records describing the Information Centre’s holdings, by authors, titles, subjects and keywords.

All staff members are afforded the convenience of access both locally, using their computer terminals, and remotely using their own devices.

The system allows users to check-out, reserve, renew and make recommendations for materials. The relevant information regarding the loan policy has been entered into the system which will, *inter alia*, alert staff and other members when material is due. All processes available through this system are subjected to the approval of the Responsible Officer.

### 3.7. [Computer/Internet service](#)

3.7.1. A computer/internet service is available to the public. A Computer Use Policy as implemented by the IT Department governs computer usage.

### 3.8. [General](#)

3.8.1. All borrowers are responsible for the replacement cost of lost, damaged or defaced library material.


3.8.2. Borrowers are required to submit written reports of lost or damaged items to the Information Centre by completing a form which can be accessed from OURIC or on its online portals.

3.8.3. The Information Centre will be closed if the Responsible Officer or other assigned officer is not present to oversee its operations.

3.8.4. Reference materials, and other identified materials are not to be removed from the Information Centre without special permission being granted by the Information Officer.

3.8.5. All users of the Information Centre are required to complete the OURIC User Card (Please see Appendix II)

3.8.6. Users may be asked to complete a Satisfaction Survey (See Appendix III).

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### **3.9. Photocopying**

3.9.1. In the absence of a Copyright Agreement regarding a specified work, OURIC reserves the right to make copies of the entire work.

3.9.2. A Photocopying service is offered to the public at a cost. (See Appendix I). Photocopies are made in accordance with Sections 61 to 65 of the Copyright Act of Jamaica.

## **4. ACCESS TO INFORMATION**

### **4.1. Overview**

4.1.1. The Access to Information Act (ATIA) was passed in June 2002 and, in 2004, the Access to Information (Amendment)(No.3) Order, 2004 came into force, bringing Phase IV of the Implementation Programme into effect and making the Act applicable to Ministries, Departments/Agencies of government.

<https://mof.gov.jm/access-to-information.html>


4.1.2. The purpose of the ATIA is to reinforce and further effect certain fundamental principles underlying the system of constitutional democracy, namely:

- a) Governmental Accountability,
- b) Transparency,
- c) Public participation in national decision-making.

In so doing the public is granted the general right of access to official documents held by public authorities.

4.1.3. This right of access is, however, subject to exemptions, which balance that right of access against the public interest in exempting from disclosure governmental, commercial or personal information of a sensitive nature.

4.1.4. OURIC may receive ATI requests from public users. These requests are recorded by the enquirer on an ATI form (See Appendix IV) and submitted to the ATI Officer for processing.

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4.1.5. Where the ATI form is filled out for the enquirer by the Library staff, the completed form should be accompanied by a completed Memorandum of Attestation and Verification form (See Appendix V)

## 5. [Newspaper Clippings protocol](#)

### 5.1. [Overview:](#)

5.1.1. The identification, packaging and dissemination of newspaper articles is a function of the Information Centre aimed at bringing to the attention of Senior Management and staff, news items on the regulated utilities, the OUR, and other related areas in the media. Newspaper clippings are prepared from the Jamaica Observer, The Daily Gleaner, other established newspapers and online sources, on a daily basis, with the exceptions of weekends and public holidays, in which cases the activity is carried out on the following work day.

5.1.2. Newspaper Clippings are circulated via electronic mail and stored on the intranet.

### 5.2. [Newspaper Distribution:](#)

5.2.1. As previously stipulated (item 2.4) OURIC receives one copy of each daily and weekly local newspaper. In addition to the activity listed in 5.1 the newspapers are utilized in the provision of the general reading and consultation service to library users and for the extraction of articles to be added to the physical Newspaper Collection.

5.2.1.1. Weekly newspapers are located in a designated area of the Information Centre.


5.2.1.2. Newspaper usage is logged in the Newspaper Consultations book provided.

5.2.2. One copy of each major newspapers a distributed to the following officers on each weekday:

- Director General
- Secretary to the Office
- General Counsel
- Director – Regulation, Policy, Monitoring and Enforcement
- Director- Consumer and Public Affairs
- Director – Regulation & Policy
- General Counsel and

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- Manager – Generation Procurement, Monitoring and Enforcement.

### **5.3. Subject Headings:**

5.3.1. Below are the subject headings under which newspaper clippings are collected:


- a) Utility Companies
  1. Cable and Wireless
  2. Digicel
  3. FLOW
  4. Small telecommunications
  5. National Water Commission
  6. Private water providers
  7. Jamaica Public Service Company Limited
  8. Independent Power Producers
- b) OUR
  - a) Telecommunications (General)
  - b) Energy (General)
  - c) Water (General)
  - d) Other articles relevant to the subject of Energy and the operations of the OUR

### **5.4. Article Importance:**

5.4.1. For each heading, articles are selected based on the following criteria:

- a) Does the article impact the utility companies and/or OUR directly or indirectly?  
Clippings of such nature should be circulated to all members of staff. This may include articles on publications released by OUR.
- b) Does the article require a response from the OUR?  
Such articles, in addition to being circulated to all staff members, should be brought to the attention of the DCPA in the subject line of the email, ideally before midday of the day of publication, except in cases where the article is published on a weekend or a holiday. In the latter case, the article should be brought to the attention of the DCPA before midday on the first working day after publication.
- c) Does what is published have an impact on the policy of a utility company or OUR?  
Clippings of such nature are circulated with special attention brought to senior managers, especially those who have responsibility for the particular sector.
- d) Is there is an issue with a utility company or the OUR?

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These articles normally occur in the editorial and letters sections of newspapers.


In addition to all members of staff, clippings of such nature should be brought to the attention of senior managers and to the entire Consumer and Public Affairs Department, specifically to the attention of the DCPA before midday of the same day of publication, or in the case of the weekend newspapers, on the first working day after publication.

## 6. OURIC WEEDING POLICY

### 6.1. Overview:

6.1.1. Weeding is a shelf-by-shelf, book-by-book review involving the withdrawal of material from a library's collection. The collection is weeded for many reasons, the most significant of which is to remain relevant to its users and stay true to its mission. In keeping with this, weeding is carried out in the OUR Information Centre to:

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- make room for new material;
- enhance the library's reputation for relevance and currency;
- refresh the collection by ridding it of worn and damaged material; and
- keep up with collection needs.

## **6.2. Responsibility for the Collection:**

**6.2.1.** It is the function of the Responsible Office to select and withdraw material. The Officer should be sensitive to the needs and interests of the organization, which is essential to the development of the Information Centre's collection, and thus should monitor trends and developments in the utility sectors and rely on the recommendations from Senior Management and other members of staff.

## **6.3. Weeding criteria**


### **6.3.1. General Considerations**

**6.3.1.1** Every title requires individual judgment. Each material is considered from the standpoint of its value to the organization as well as in relation to other materials.

Material candidates for weeding include those that are:

- Worn or damaged and beyond mending or rebinding;
- Superseded by a new edition of the same book or a new book on the same subject;
- Unused, and/or are irrelevant to the needs or interests of the organization; and
- Defaced.

**6.3.1.2.** There should be no more than two (2) documents of the same title in the collection and those titles that are no longer in demand should be withdrawn, the latter being determined through staff usage patterns as well as consultation with relevant members of staff.

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### 6.3.2. Specific Considerations


6.3.2.1. The following sections, indicating subdivisions of the Dewey Decimal Classification System used in OURIC, depict special codings or ratios (in brackets) which are used to determine items deemed as potential candidates for weeding. These formulas are intended as broad guidelines only. The first number refers to the age of the material, or the number of years since the item's latest copyright date. The second number refers to the maximum number of years of non-usage. An "X" in the place of that number indicates that no clear timeframe is applicable.

6.3.2.1.1 000 (Generalities): (5/X) Material in this range generally have a shelf-life of about five years, unless the items are specialized—as in the case of computer guides, which have a shelf- life of only two years.

6.3.2.1.2. 300 (Social Sciences): (10/3) Books on government and economics should be replaced by new editions as available, after 10 years, or after consultation with the General Counsel and Economists, unless they have-historical value.

Books on finance, opportunities for wage earners and educational testing may become outdated before the expiration of the 10-year period.

6.3.2.1.3. 600 (Technology [Applied Sciences]): (7/3) Technology is making such rapid advances that the life span of computer and Information Technology material does not generally exceed seven years except in unusual cases, or after consultation with the senior officer in charge of Information Technology.

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**6.3.2.1.4.**Periodicals: (1/X) As a result of space constraints, back files of magazines are generally not held beyond a one(1) year period, and newspapers are kept generally for no more than twelve weeks (three months) as indicated. Exceptions to this practice include magazines in the fields of regulation, telecommunications, etc. Standard news magazines (i.e. ITU NEWS, CTO GLOBAL CONNECTIVITY, and OUR NEWSLETTER) are retained indefinitely.


**6.3.2.1.5.**Gazettes: Gazettes pertaining to the OUR should be logged and filed indefinitely. Those that are of no relevance may not be logged into the system but are stored and discarded after a two (2)-year period.

**6.3.2.1.6.**Local Document Repository: These documents, by design, cover issues with widely varying life spans in local interest and impact. Consideration will be given to the possible long-term historical importance of these documents, in accordance with the decision of the various departmental heads. However, it should be noted that not all documents deposited in the Information Centre can be stored indefinitely and will thus be sorted and weeded as per this policy.

**6.3.2.1.6.1.** Documents produced by the OUR are kept in the Information Centre until advised by the Director General or General Counsel that they should be discarded.

**6.3.2.1.7.** Audio-Visuals: (X/3) The general criteria that is considered when weeding audio-visual items include; whether the items are worn or damaged, rarely used, trivial and/or faddish. Material of significant historical value are transferred/converted to digital formats using

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the requisite equipment for conversion on site, or by outsourcing of the digital transfer service to trusted vendors.

All other weeding rules may apply thereafter.

**6.3.2.1.8.** Annual Reports: (3/X) Based on space restrictions and lack of use, annual reports (other than those of regulated companies and OUR) should be considered for weeding.

**6.3.2.1.9.** Training material: (X/X) May be weeded from the collection when an updated version of the material is received. Based on space restrictions, only one copy of such material may be retained in OURIC, while older manuals are scanned.

**6.3.2.1.10.** The Laws of Jamaica (X/X). These are updated once per year. Acts replaced/withdrawn are to be kept for two years before being discarded.

#### **6.4. Frequency of weeding**


**6.4.1.** The collection as a whole should be reviewed systematically. Weeding should not be taken as a major project once every several years or when there is no longer room to shelve materials. Each book should be examined individually, keeping in mind the general selection criteria and the terms outlined in the above section on weeding criteria. Some sections will require more frequent review than others. However, a review should be carried out once a year during inventory.

**6.4.2.** The following chart will serve as a broad guideline for the frequency with which each section should be reviewed.

#### **COLLECTION/ DEWEY RANGE**

#### **FREQUENCY OF REVIEW**

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000	3
300	3 / as directed
600	2
Periodicals	1
Gazettes	As directed
Local Documents	As directed
Audio-Visual	As directed
Annual Reports	3
Training material	on receipt of updated version

## 6.5. Disposal:

- 6.5.1. Generally speaking, it is expected that withdrawn material should be discarded. However, in many cases the material may be deemed as potentially useful to other libraries. In that regard, a list of suggested titles may be prepared and circulated to libraries prior to final disposal.
- 6.5.2. Destroy: Books that are damaged and worn beyond repair, or are simply out of date should be destroyed. This will be done by first removing the title page from the book, which is used to process the withdrawal, the title page bearing significant information for identification of the book. The remaining pages are then removed and packaged with dismantled book cover, for disposal. The NSWMA and NEPA no longer encourage the incineration of material.


## 6.6. Inventory

- 6.6.1. An inventory is undertaken to determine the size of the collection; the location of each material; gaps in the information provided; the condition of the material in the collection; and whether preservation or conservation activities are necessary.

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- 6.6.2. An inventory master list has been created and stored on the intranet. This list is updated as new materials are added to the Information Centre’s collection. A general inventory of materials and resources is undertaken within the first quarter of each year.



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## **7. Collection Development Policy**

### **7.1. Overview**


- 7.1.1. OURIC's Collection Development Policy was established to guide the procedures involved in the acquisition of material for the Information Centre. This policy informs the rationale used in making collection development decisions.

### **7.2. Mission**

- 7.2.1. The mission of the collection development policy is to ensure that the selection of material resources supports the information and research needs of the organisation, facilitating members of staff in their efforts to accomplish their various job functions.

### **7.3. Purpose and Authority**

- 7.3.1. Collection development is the on-going process of evaluating material and resources available for purchasing and licensing and making decisions about what should be added to the collection.
- 7.3.2. The primary responsibility for the selection of resources rests with the Responsible Officer who ensures continuity and relevance of the collection through planning, budgeting, selecting and managing library material.
- 7.3.3. To eliminate duplicative or unnecessary purchases within the organisation, all publications should be ordered through the Information Centre.
- 7.3.4. The selection process is a joint effort among members of staff and the Responsible Officer and as such, members of staff are encouraged to make recommendations for the collection.
- 7.3.5. Heads of Departments serve as subject-area specialists for their respective departments and are encouraged to assess the adequacy of resources, including participating in the weeding process of resources.
- 7.3.6. Resources may be required by staff members to accomplish established tasks. In such instances, the staff members may submit their requests and rationale for purchase to their respective Heads of Departments for approval, after which the request will be processed.

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#### 7.4. [Philosophy of Selection](#)


- 7.4.1. Selection refers to the act of identifying and evaluating specific items for addition to the Information Centre’s collection, including the identification of appropriate electronic resources for the organisation and other stakeholders.
- 7.4.2. Through its collection, the Information Centre strives to support informed groups of both internal and external stakeholders by providing access to circulating and reference material with its priority focus on also filling contemporary needs.
- 7.4.3. The Information Centre acquires print materials, audio-visual material and electronic resources. In its acquisition of information resources it acknowledges continuous change and the evolving process of information technologies and is open to the incorporation of new formats that support the mission of the organisation.

##### 7.4.3.1. [Criteria for Selection Evaluation](#)

- Reviews from authoritative sources and selection aids
- Recommendations from staff
- Relevance to the organisation and ongoing projects
- Adequacy of current holdings
- Availability of information resources
- Relevance to professional development
- Level of staff interest
- Cost

##### 7.4.3.2. [Resources not normally purchased](#)

- Resources that do not fall in the above criteria

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#### 7.4.3.3. Factors to Consider in Material Selection

These factors are applicable to most selection decisions. Others may be taken into consideration, and the importance or weight of a particular factor will vary from one acquisition to another.


##### 7.4.3.3.1. General Criteria

- Reputation and qualifications of the creators, publisher or producer
- Community needs, interests, demands, and standards
- Importance as a document of the times
- Relationship to the existing collection
- Suitability of physical format for library use
- Durability
- Price
- Availability of equipment required for examination and use
- Publication date
- Availability for purchase

##### 7.4.3.3.2. Content Criteria

- Comprehensiveness and depth of treatment
- Accuracy of content
- Authority, skill, competence, and purpose of author/producer
- Objectivity
- Clarity
- Technical quality
- Vitality and originality
- Artistic presentation
- Sustained interest
- Relevance and use of the information

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#### 7.4.3.3.3. Special considerations regarding electronic resources or format


An eBook policy is essential to ensure proper selection of eBooks for the Information Centre. Among the critical points to be examine in the selection of this resource are:

- Copyright costs
- Demonstrated need for specific information products in electronic format
- Ease of use and depth of information appropriate to intended user group
- Effectiveness of data retrieval
- Licensing constraints and limitations on use of data by vendors and publishers
- Availability of the information to multiple users simultaneously
- Compatibility with existing hardware (and peripherals) and software media
- Equipment needed to provide access to the information
- Technical support and training
- Security concerns (virus and tampering)
- Availability of physical space needed to house and store information or equipment
- Conformance with the OUR's Internet Use Policy

Considered stipulations for an eBook policy include:

- Credentials for eBook access to OUR content should not be shared
- eBooks and other documents created by the OUR will be accessible to all employees/members simultaneously
- eBooks with titles that are licensed from external publishers will be loanable for a period of 30 days, after which they will be remotely removed from all devices

\*\*\*(see eBook Policies and Procedures)

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### 7.5. [Copyright Compliance](#)

7.5.1. The acquisition and duplication of resources are governed by the Copyright Laws.

### 7.6. [Gifts and donation of material](#)


7.6.1. Gifts and donations are accepted with the understanding that they become the property of the Information Centre upon receipt and the Centre may make all necessary decisions as to their retention, location, cataloguing treatment and other considerations relating to their use and disposition.

7.6.2. The Information Centre will dispose of unnecessary items. The Information Centre applies the same criteria for evaluating gift items as to the acquisition of material and withdrawals are guided by the weeding policy. The Information Centre does not accept responsibility for notifying donors of withdrawal or replacement of gift items.

7.6.3. Gifts should be offered without restriction and should be in good condition; (no damaged defaced or outdated material will be accepted). Additionally, gifts should not represent a Copyright infringement or be in breach of any other laws.

7.6.4. Gifts may be utilised, sold or disposed of in the best interest of the Information Centre.

7.6.5. All donations will be evaluated by the Responsible Officer for their usefulness to the Information Centre.

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## **Appendix I**

### **Photocopying**

Photocopy Charges for General Photocopying

- \$20 for the first page and \$10 per page after. This fee will be subject to review from time to time.

### **Cost for reproduction under the ATIA**

The cost of reproduction shall be in accordance with the Access to Information Act where applicable.



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## Appendix II

### OURIC USER CARD

#### METHOD OF ACCESS

Date:		Phone <input type="checkbox"/>	Email <input type="checkbox"/>	Fax <input type="checkbox"/>	In-Library <input type="checkbox"/>
-------	--	--------------------------------	--------------------------------	------------------------------	-------------------------------------

#### GENERAL INFORMATION

SURNAME	FIRST NAME	MIDDLE INITIAL
ORGANISATION/INSTITUTION		
HOME PHONE	WORK PHONE	FAX NUMBER
EMAIL	REPEAT USER: Yes <input type="checkbox"/> No <input type="checkbox"/>	
PURPOSE OF RESEARCH:		

#### SERVICE(S) REQUIRED

RESEARCH <input type="checkbox"/>	COMPUTER/INTERNET <input type="checkbox"/>	PHOTOCOPYING <input type="checkbox"/>	INTER-LIBRARY LOAN <input type="checkbox"/>
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#### INFORMATION REQUESTED


#### LIBRARY USE ONLY

DATE COMPLETED	Phone <input type="checkbox"/>	Email <input type="checkbox"/>	Fax	In Library <input type="checkbox"/>
INFORMATION SUPPLIED		SOURCE		
REQUEST REFERRED TO		DATE		

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RESPONSE RECEIVED	DATE
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### Appendix III

#### OURIC USER SATISFACTION SURVEY

*Please take a moment to complete this survey to help us improve our service.*

Please check one answer for each of the following:

1. How would you rate each of the following library services?

	Excellent	Good	Fair	Poor	Don't know/Not applicable
Customer Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collection (books, journals, newspapers, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ILL (Inter-library loan)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computers and printers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours of operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how would you rate the library?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How could the library or its services be improved, if at all?

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**Thank you for your time!**

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## Appendix IV

### APPLICATION FOR ACCESS TO OFFICIAL DOCUMENT (Please use a separate application form for each document requested)

1. Name of Applicant: *(please print)*

Last: \_\_\_\_\_ First: \_\_\_\_\_ Middle: \_\_\_\_\_

2. Institution/Organisation \_\_\_\_\_

3. Address: (Please indicate the address to which correspondence related to your application should be sent)

Personal \_\_\_\_\_

Business \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Email \_\_\_\_\_

Email \_\_\_\_\_

4. Description of Document: (Please give us as much information as possible to help locate the appropriate document)

Name / Type of Document (if known) \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reference/File No. (if known) \_\_\_\_\_

Other \_\_\_\_\_

\_\_\_\_\_

5. I would like to: (Please check the relevant box)

inspect the document                       listen to the document                       view the document

have a copy (or copies) of the document made available to me in the format: (state quantity)

photocopy                       compact disc                       email                       transcript

other (please specify) \_\_\_\_\_

**Please note:**

- *Payments will be required before copies are made*
- *Information on available formats and process per copy may be obtained from the Information Centre*
- *Where the provision of copies in the requested format is not possible, an alternative format, as may be agreed between parties, will be made available.*

Date: \_\_\_\_\_


Signature of Applicant: \_\_\_\_\_

#### INTERNAL USE ONLY

Date and Time Received: \_\_\_\_\_

Name (Print) \_\_\_\_\_ Signature of Recipient \_\_\_\_\_

**Note: Responsible Officers should complete a Memorandum of Attestation & Verification if an Application is completed by him/her on behalf of the Applicant.**

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**Appendix V**

**The Access to Information Regulations, 2003**

**MEMORANDUM OF ATTESTATION AND VERIFICATION**

This Memorandum is to confirm that I, ....., responsible officer of the Office of Utilities  
*Name of Responsible Officer*

Regulation, as defined in the Access to Information Regulations, 2003, completed:

- Form 1 – Application Form for Access to Official Document
- Form 3 – Application Form for Amendment/Annotation of Personal Record

dated ....., on behalf of ....., who was unable to complete the said  
*Name of Applicant*

**Form 1/**  **Form 3** because:

- of inability or limited ability to read or write English
- of mental or physical disability
- the application was made by telephone or other electronic means
- of some other condition that impairs his/her ability to make a request by other means as detailed:

.....  
 .....  
 .....

I confirm that the information contained in the said  **Form 1/**  **Form 3** is a true record of the request received and information provided by the Applicant. I further confirm that I read over the contents of the said  **Form 1/**  **Form 3** to the Applicant, who appeared to thoroughly understand and agree with the contents therein.

Signed by the said ....., this ..... day of..... 20.....  
*Name of Responsible Officer*

.....  
**Responsible Officer**



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**Appendix VI**

**OUR Inter-library loans Request Form**

**Office of Utilities Regulation information Centre (OURIC).**

3<sup>rd</sup> Floor, PCJ Resource Centre, 36 Trafalgar Road, Kingston 10  
Tel: 968-6053 ext. 2708 Fax: 929-3635

Request date \_\_\_\_\_ Needed before \_\_\_\_\_ Request number \_\_\_\_\_

**Borrowing Librarian**

Name: \_\_\_\_\_

**Borrowing library**

Address \_\_\_\_\_

\_\_\_\_\_

Telephone \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

Notes \_\_\_\_\_

\_\_\_\_\_

**Requested Material**

Book author \_\_\_\_\_

Book title \_\_\_\_\_

Publisher \_\_\_\_\_ Place \_\_\_\_\_

Date \_\_\_\_\_ Series \_\_\_\_\_

This edition only \_\_\_\_\_ ISBN \_\_\_\_\_

Serial title \_\_\_\_\_

Volume / issue \_\_\_\_\_ Date \_\_\_\_\_

Pages \_\_\_\_\_ Author of article \_\_\_\_\_

Title of article \_\_\_\_\_

ISSN \_\_\_\_\_

Audiovisual title \_\_\_\_\_

Date of publication \_\_\_\_\_

**Borrowing library report**

Date Received \_\_\_\_\_

Date Returned \_\_\_\_\_

Returned via \_\_\_\_\_

Responsible Officer \_\_\_\_\_

**Type of request:**

Loan

Photocopy

**Lending library report**

Date of response \_\_\_\_\_

\_\_\_\_\_

Packing Requirements \_\_\_\_\_

\_\_\_\_\_

Date due \_\_\_\_\_

\_\_\_\_\_

**Use restrictions**

Library Use Only

Copying not permitted

**Not sent because**

In use

Non-circulating

Poor condition

Not owned

**Renewals**

Date Requested \_\_\_\_\_

New Due Date \_\_\_\_\_

Renewal Denied

**Approval By**

Name: \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_