



LET'S GET DIGITAL

Outfitting the Future of the OUR Information Centre - OURIC



Digitisation is more than converting physical materials into digital formats - it is reshaping how libraries and information centres (LICs) serve their communities. As collections become increasingly accessible online, the library's role is evolving from a place of storage to a hub of insight, access, and innovation.

In a post-digitisation environment, libraries are no longer limited by physical space. Information can be accessed anytime, and from anywhere, enabling faster research, broader reach, and greater visibility of valuable resources.

This shift has enhanced the ability of the OUR's Information Centre (OURIC), to support evidence-based decision-making and timely access to critical information not just to its in-house clients, but also external customers.

However, digitisation is only the beginning. The true value will lie in how OURIC's digital collections are organised, curated, and made discoverable. As a facility serving regulatory stakeholders, OURIC's role is and always will be to ensure that information is accurate, searchable, and meaningful - transforming data into knowledge.

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NEWS UPDATE



WHAT'S IN THE NEWS

We are pleased to announce the transformation of the OURIC space into a modernised facility designed to better serve your needs. This upgrade reflects our commitment to innovation, efficiency, and enhanced user experience, providing a more functional, comfortable, and forward-looking environment for all.

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SCAN HERE



ACCESS OURIC!

Stay informed about our resources and services

OURIC is your utilities regulatory information hub!

<http://bit.ly/OURICweb>



RESILIENCE

The word “Resilience” in utility regulation refers to:

Robustness and **recovery** characteristics of utility infrastructure and operations, which avoid or **minimise** interruptions of service during an extraordinary and hazardous event.

Let’s Get Digital - cont’d from page 1

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Ensuring that this information is accessible to all stakeholders via a digital platform that integrates metadata services and advanced search capabilities will be critical to the digitisation efforts. As technology advances, OURIC will continue to integrate tools such as AI-powered searches and data analytics to improve user experience and uncover deeper insights.

At the same time, the human element remains essential - guiding users, ensuring quality, and providing context. Ultimately, the OURIC of the future will not just be digital, but dynamic, responsive, and central to informed decision-making—transforming from a primarily physical collection into a modern, digital environment that promotes access over storage and better serves the evolving needs of its users.

BEYOND DIGITISATION

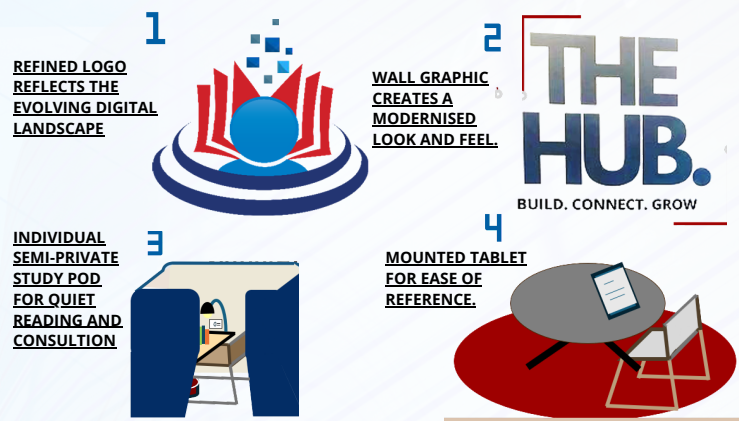
But there’s more to the story. As the collection evolves, so too will the space that houses it. Beyond digitisation, is a reimagined OURIC, transitioning into a modern, user-centered environment designed to support innovation, and enhanced access to information.

PROPOSED FLOOR PLAN AND FEATURES OF THE NEW OURIC

“Your hub for all things utilities regulatory”



KEY ELEMENTS



THE NEW OURIC - A "HUB" ABOVE THE REST

The transformation of the OUR's Information Centre into a digital facility signals a deliberate shift from preserving materials in physical form to enabling knowledge to be accessed, shared, and applied more effectively.

The move toward digitisation reduces the dependency on traditional storage, creating an opportunity to rethink how physical space is utilised. Rather than being dominated by shelves, the redesigned facility will emphasise openness, flexibility, and functionality. Spaces will be configured to accommodate quiet study and focused research, thus ensuring that the environment responds to the unique needs of its users.

Central to this redesign is the integration of technology as a seamless part of the user experience. The modernised facility will incorporate digital infrastructure that supports easy access to resources, intuitive navigation, and real-time interaction with information.

"Central to this redesign is the integration of technology as a seamless part of the user experience."

Technology will be integrated in a simple yet purposeful way to support focused, independent use of the space. A centrally accessible tablet, preloaded with the facility's core digital resources—including e-books, catalogues, digital platforms, training materials, and other relevant media—will serve as the primary point of interaction.

This streamlined approach ensures that users can easily and efficiently access the full range of digital content from a single, intuitive interface.

The design intentionally avoids unnecessary complexity, instead prioritising ease of use and clarity. The integration of digital resources within the physical environment allows for a seamless connection between space and content, ensuring that users can engage with information without barriers or disruption.

MENTAL HEALTH TIP



Picture this if you can - twelve billion working days are lost every year to depression and anxiety alone according to the WHO (2024). Let that sink in for a while. Here's what organisations can do.

Create workspaces that show employees they matter, their work matters, and they have the support and resources to be productive—fostering mental health and happiness along the way.

Together, these elements reinforce a shift toward a more refined and purposeful environment—one that is not only modernised, but thoughtfully aligned with how users access and interact with information in a digital-first context.

OURIC STORM STORIES

More than meets the "eye"



Hurricane Melissa tore across Jamaica with storm-force winds reaching 185mph, leaving a trail of destruction in its path and communities reeling in its wake. As the storm faded, little did we know that OURIC would create a storm of its own—one that would test its own creativity, speed, commitment and resilience.

THE MAKING OF A WEBPAGE

Post-Melissa, OURIC sprang into action. Led by the OUR we designed an interactive webpage that brought the resilience efforts of the OUR and the regulated utilities to life: dynamic maps, photos, and updates allowed stakeholders and the public to follow the response measures in real time.

CURATING COLLECTIONS

Alongside the webpage, OURIC collected news clippings and curated them into central digital archives, both on the OUR's SharePoint site and on the

digital library platform.

In addition to the OUR and the utilities, every feature highlighted both Melissa's devastation and the resilience of the communities working tirelessly behind the scenes.

Through OURIC's efforts, the OUR created a living record of impact and recovery, ensuring the story of Hurricane Melissa would be remembered and preserved for years to come.



ARTIFICIAL INTELLIGENCE & YOU

FUN FACTS

- AI can analyse thousands of records in seconds—far faster than any human team.
- AI can forecast demand for services like electricity and water based on historical data.
- Over 80% of organisational data (emails, reports, documents) is unstructured—and AI helps make it usable.
- AI doesn't understand meaning like humans - it identifies patterns based on data.

Why AI Matters for Regulators

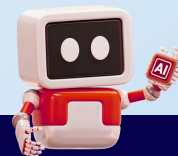
- AI can support regulatory work by: Analysing large datasets from utilities and stakeholders.
- Detecting irregularities or trends in reporting.

- Improving efficiency in research and information retrieval.
- Supporting evidence-based decision-making.

Something to Consider

- AI is only as reliable as the data it uses. This means that data must be accurate and up to date. Human oversight remains critical for interpretation and judgment.
- Some AI systems can detect patterns humans might miss—but they still need human judgment to decide what those patterns actually are.
- AI can scan thousands of documents in seconds—but it still depends on humans to ask the right questions.

AI is a tool that enhances productivity and insight, helping professionals work smarter, not harder.



1. What does AI stand for?
2. Give an example of artificial intelligence.
3. True or False: AI can learn from data and improve over time.
4. What is something that AI is not typically used for?
5. What is machine learning in simple terms?

Get answers to the QUIZ in next edition



NEWS

Column / Behind the Curtain

Behind the Curtain: AI's looming cyber nightmare

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WHAT IS ANTHROPIC'S MYTHOS? THE LEAKED AI MODEL THAT POSES 'UNPRECEDENTED' CYBERSECURITY RISKS'



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OURIC KEY SERVICES

- RESEARCH
- DIGITAL SERVICES
- REFERENCE

SCAN ME!



Access OURIC!