The OUR Information Centre
Anytime . Anywhere

THE OURIC FACTOR
NEWSLETTER
Vol. 13.1 - 2026 Sept

From the shelves

TO THE "BIG SCREEN"



Preserving OUR Knowledge - Preparing for "What's next"

Walk through the Information Centre and the shelves tell a story. Some resources document decisions that shaped Jamaica's and the world's utility sectors. Others capture moments in the history of regulation through publications, newspaper clippings and other records. Together, they form a body of institutional knowledge that is easy to overlook simply because it has always been there — on the shelf.

But a shelf has limits. A digital collection can travel much further.



Image showing the design of THE NEW OURIC featuring the backwall graphics, interactive kiosk and quiet study pods

That is the thinking behind OURIC's ongoing digitisation work: transforming selected physical resources into searchable, accessible, digital collections while preserving the knowledge they hold.

This is no easy feat!

The work begins long before a document reaches a screen.

Resources must be carefully selected based on their relevance, historical significance, user interest and value in preserving the OUR's regulatory knowledge. Materials are then scanned and processed, with Optical Character Recognition (OCR) to make their contents searchable. Each digital file is reviewed through a quality-control process before it becomes part of our digital library collection.

Behind the scenes, there is also a structure to the collection. Resources are being organised and curated chronologically by regulatory sector as well as other relevant subjects., with consistent naming and metadata to make them easier to identify, retrieve and manage. The aim is not simply to create digital copies of what is already on the shelves, but to build a collection that can actually be found and used.

And that changes the possibilities.

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Stay informed about our resources and services

OURIC is your utilities regulatory information hub!
http://bit.ly/OURICweb

IN THE NEWS

SALISES, UWI
LENDS A HELPING HAND

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Word Wise

"AGENTIC AI"

AI AGENT

According to International Business Machines (IBM) **Agentic AI** is an artificial intelligence system that can accomplish a specific goal with limited supervision. It consists of AI agents—machine learning models that mimic human decision-making to solve problems in "real time."

https://www.ibm.com/think/topics/agentic-ai

THE "BIG" SCREEN

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The **Welcome Screen** on any interactive discovery kiosk should answer one critical question: "Where do I start?"

And the answer? "Right Here"





TILES ON A SAMPLE DISCOVERY KIOSK

As the "*Discover OURIC*" Campaign heats up, get ready to kick-start your research from the Welcome Screen of a self-service interactive discovery kiosk configured with the full suite of OURIC's digital collections and resources to fit your needs.!

THE WAIT IS ALMOST OVER!

Your next discovery is just a few clicks away!!

A document that once required a visit to the shelf can eventually be accessed from a screen. A historical record that might otherwise remain tucked away can become discoverable. Knowledge that was once tied to a physical location can begin to move with the people who need it.

The shelf isn't disappearing. Its reach is expanding.

> But a shelf has limits. A digital collection can travel much further.

This is the transformation taking place at OURIC — where the physical collection remains important, while digital access opens the door to a very different way of finding, using and sharing information.

This transformation will extend beyond the collection itself, with the planned OURIC Discovery Kiosk bringing digital resources, research tools, guides and other services together in one interactive space.

From shelves to screen, OURIC is making knowledge easier to locate, faster to access, and simpler to use.

A "HAND" IN THE COLLECTION -

The SALISES Collaboration with OURIC

Digitisation starts with a collection, but before materials can make their way from shelf to screen, someone has to decide which ones should make that journey.

For this stage of the project, the UWI's Sir Arthur Lewis Institute of Social and Economic Studies, (SALISES) was invited by OURIC to assist with selecting books from the inventory.

With their expertise in social, economic and policy research they were a perfect fit. Using their extensive knowledge and experience, they meticulously assessed the collection and identified approximately 800 items for digitisation.

The work was thorough.

Beyond identifying the materials, the team took the time to document the reasoning behind their choices, guided by a selection critieria designed by OURIC.



Dr. Nadine Newman, Senior Librarian II at the Norman Girvan Documentation Centre, SALISES, alongside Richard McTaggart, Library Assistant who both assisted OURIC with Book Selections for its Digitisation Project

Their detailed inventory entries captured **the whys** — explaining the significance of each selection and how it related to the regulatory process.

That added an important layer to the digitisation effort. The final inventory became more than a list of titles and catalogue details; it recorded the professional context behind the choices.

SALISES' contribution brought valuable subject knowledge into the process, helping OURIC to decide what should move forward and what stays.

With approximately 800 materials now identified, the SALISES team is to be highly commended for what can only be described as a sacrificial offering and a labour of love.

A hand in the collection is just what OURIC needed to take the digitisation process to the next level.

OURIC wholeheartedly thanks the SALISES team for their time, effort, and invaluable contribution to this initiative!

GUESS THE TILE TO WIN

QUIZ!

You need an article from the Gleaner Archives. Which tile on the kiosk would you tap? GO!

Ready for the Hub?
The interactive kiosk in the OUR Hub will be a Single Access Point that brings OURIC's key resources and services together in one convenient location. These resources will be represented on multiple tiles on the Welcome screen.

TEST YOUR READINESS FOR THE OUR HUB

BREAKING DOWN THE WALL

The Journey from Search to Discovery

The **newly designed OURIC backwall** will be more than a display of information on a concrete surface. The design is intended to feel less like a wall and more like a destination — a space that catches the eye, sparks curiosity and invites visitors to pause; to approach; and to discover. The messaging is intentional: it draws people in - not simply tell them what's there. It takes the users on an interactive journey - from search to discovery.

The visual language of the wall brings all these concepts to life.

CURVED DECORATIVE FLOURISHES

The two curved decorative flourishes on either side of the kiosk represent information flowing from OURIC to the user, making connections and creating pathways to trusted knowledge and research through technology and innovation.

- They indicate the movement of knowledge and digital connection, and
- Symbolise connectivity and information exchange

THE COLOURS

The colours are not just for branding. The **blue** conveys trusted knowledge, while the **red** brings energy and a sense of innovation.

THE PIXELS

The pixels depict the movement and spread of information as it travels throughout the organisation. The seven (7) pixels in the logo in particular, represent key digital resources and services offered.

DISCOVER

Discover is the key messaging or tagline.

OPEN A WORLD OF KNOWLEDGE AT THE HUB

This is the SLOGAN. It is an invitation to access a wealth of knowledge and resources. it positions *The Hub* as a place where curiosity leads to knowledge.

BROWSE. DISCOVER. CONNECT

These three represent action-oriented messaging that tell the user, very quickly, how to engage with the space/service.

ANYTIME. ANYWHERE.

Anytime. Anywhere. is the supporting messaging, reinforcing access and availability.

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Diagram showing the design of THE NEW OURIC featuring the backwall graphics to be implemented



The Backwall

THE WALL...

cont'd from page 4

The wall therefore becomes more than a feature. It tells the story of information in motion — flowing from OURIC, connecting people with knowledge, and converging at the hub where discovery begins.

The Discovery Kiosk is the centrepiece, the focal point and the destination for independent search and discovery — giving users a direct point of access to information and digital resources.

THE DISCOVERY KIOSK

Everything in ONE PLACE



A user interacting with a Discovery kiosk. OURIC will be implementing its own interactive kiosk as part of its modernisation project.

DISCOVER OURIC

THE INTERACTIVE DISCOVERY KIOSK

THE DISCOVERY KIOSK - Everything in ONE PLACE

EVERYTHING - AT *THE HUB*

The Interactive Discovery Kiosk is being introduced as part of the OURIC renovation, but the idea behind it is actually quite simple: bring together what we already have and make it easier to find.

A SINGLE STARTING POINT

The kiosk will provide a single starting point for accessing OURIC's key resources — the Catalogue, Digital Library, databases, newspaper archives, SharePoint Knowledge Portal, Ask the Librarian, FAQs, guides and tutorials, newsletters and other services.

Its home screen will present these resources through a small number of clearly defined options, making the kiosk comprehensive without turning it into another crowded webpage. Instead of remembering where a particular resource lives, users can walk up to the screen and see their options in one place.

NOTHING NEW - JUST EASIER

That is what makes the kiosk significant. It does not introduce a new collection or replace the resources already available through OURIC. It gives those resources a more visible and accessible point of entry.

For users, the experience becomes less about knowing which link, platform or webpage to look for and more about simply knowing where to start. The kiosk becomes that starting point — a curated way into the information, tools and services OURIC already provides.

That's **what the kiosk will offer; how you can access it; and why it matters.**



ARTIFICIAL INTELLIGENCE & YOU

AI CORNER

FUN FACTS

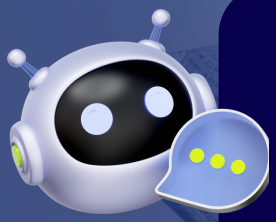
1. The first AI programs are decades old. Artificial intelligence research dates back to the 1950s—long before today's chatbots.
2. The term "artificial intelligence" is over 70 years old. It was coined in 1956 at a landmark research workshop at Dartmouth.
3. AI can generate and edit video from a prompt. Recent AI models can create video clips from text instructions and make changes to existing video content.

QUIZ!

1. What does AI stand for?
2. Give examples of three (3) AI tool sthat you have used.
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?

Submit the answers - WIN THE PRIZE!

NEWS



The AI transition needs a safety net
A guaranteed income pilot in Stockton proved it, and now it's time to scale the lesson

https://magazine.techplomacyfoundation.org/p/the-ai-transition-needs-a-safety-net

OURIC KEY SERVICES

RESEARCH

DIGITAL SERVICES

REFERENCE

SCAN ME!



Access OURIC!

OFFICE OF UTILITIES REGULATION
Regulating Utilities for the Benefit of All

Office of Utilities Regulation
3rd Floor, PCJ Resource Centre
36 Trafalgar Road | Kingston 10
876 - 968- 6053
http://bit.ly/OURICweb

@theourja
https://our.org.jm