myLibrary ID User Guide

1. **What is myLibrary ID?**

   a. myLibrary ID lets library members log in to library services using a User ID and password.

   b. As long as you are a library member, you can sign up for myLibrary ID.

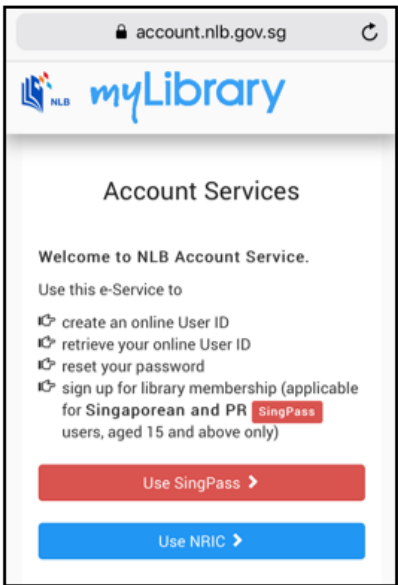2. **What are the benefits of having a myLibrary ID?**

   a. You <u>must</u> use myLibrary ID to use our digital library services:

      i. **Use online services** to check your account, access loan history, update your contact details, redeem rewards, and place reservations

      ii. **Use the NLB Mobile app** to borrow books, check your account, pay fees/fines, and redeem rewards.

      iii. **Borrow eBooks, eNewspapers and eMagazines**

      iv. **Access eResources** such as research databases and eLearning tutorial videos

      v. **Use the Multimedia Stations** at libraries to access the Internet and NLB's websites

      vi. **Receive email alerts** on loans, reservation items, fees/fines and membership expiry (Premium Plus and Foreign membership types)

   b. You may use myLibrary ID instead of your NRIC to

      i. **Borrow physical items** at the libraries' Book Borrowing Stations

      ii. **Register for programmes**

3. **How do I sign up for myLibrary ID?**

   a. Signing up takes less than 5 minutes! You may sign up for myLibrary ID:

      i. **Online** at account.nlb.gov.sg with your SingPass or NRIC / FIN number.

      ii. From the **NLB Mobile app** with your SingPass or NRIC / FIN number.

      iii. At the **libraries' Book Borrowing Stations** with your physical NRIC, Birth Certificate or any of the following compatible cards listed in our membership guide.

   b. You will need to key in your **email address** and your **mobile number**, and you will receive a one-time password (OTP) on your mobile phone.
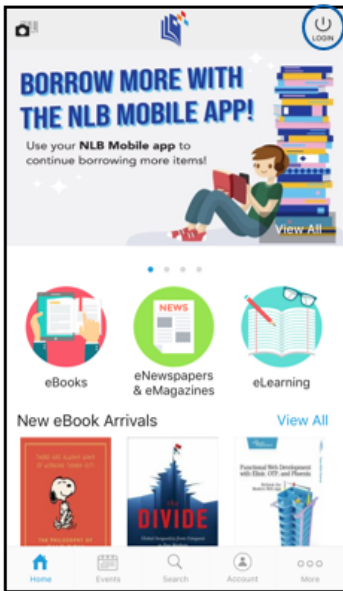

4. **What should I take note of when I create my User ID and password?**

   a. Your **User ID** has to have 6-20 alphanumeric characters. You cannot use special characters nor your NRIC number. Your User ID cannot be changed once you have set it.

b. Your **password** has to have 8-24 characters, and must include 1 letter and 1 number.

5. **How do I know if I already have a myLibrary ID?**

   Online

   a. You can check if you have a myLibrary ID at account.nlb.gov.sg.

      i. Log in with your SingPass. The system will display your User ID after you log in if you have a myLibrary ID. Otherwise, it will prompt you to create a myLibrary ID.

      ii. Log in with your NRIC / FIN number. We will send you a one-time-password (OTP) to either your mobile number or email address that you have previously registered with us. The system will display your User ID if you have a myLibrary ID. Otherwise, it will prompt you to create a myLibrary ID.

   At libraries

   b. You can check if you have a myLibrary ID at the Book Borrowing Stations of the libraries with your NRIC. We will send you a one-time-password (OTP) to either your mobile number or email address that you have previously registered with us. The system will display your User ID if you have a myLibrary ID. Otherwise, it will prompt you to create a myLibrary ID.

6. **What should I do if I forget my User ID or my password?**

   Online

   a. You can retrieve your User ID and reset your password at account.nlb.gov.sg.

      i. Log in with your SingPass. The system will display your User ID after you log in and check if you wish to reset your password.

      ii. Log in with your NRIC / FIN number. We will send you a one-time-password (OTP) to either your mobile number or email address that you have previously registered with us to validate the retrieval / reset request. The system will display your User ID and check if you wish to reset your password.

   At libraries

   b. You can also retrieve your User ID and reset your password at the Book Borrowing Stations of the libraries with your NRIC. We will send you a one-time-password (OTP) to either your mobile number or email address that you have previously registered with us. The system will display your User ID and check if you wish to reset your password.