

Online Registration For Basic Membership - Singaporeans and Permanent Residents (PR) Only

1. Who can sign up?

With effect from 3 October 2016, Singaporeans and PRs who **are not Library members**, can register for Basic library membership using SingPass. This registration will allow them to access NLB eResources (including ebooks) as well as borrow physical library materials from the libraries and login to multimedia stations using their *myLibrary* ID.

Registration for Singaporeans is free while PRs will need to pay a one-time registration fee of \$10.50.

Membership (Basic)	Type	One-time Fee	Annual Fee	Physical Materials Loan Quota
	Singaporean	-	-	8 library items <i>(4 books / magazines & 4 additional audiovisual materials / books / magazines / music scores)</i>
	PR	\$10.50	-	As above

2. How do I make the payment of \$10.50?

Once you have created your *myLibrary* ID, payment can be made online using debit/credit card by logging in with your *myLibrary* ID.

3. Will the library membership card be mailed to me?

No, there will not be any library membership card issued. You can use any of the following compliant cards:

- NRIC
- NTUC Link Card
- SAF11B
- School Smart Card
- Singapore Mint Personalised ez-link Card
- Personal CashCard
- Singapore Driving Licence
- PAssion Card
- Pioneer Generation Card
- Workfare Transport Concession Card

If you wish to have a library membership card, you can request for one at the eKiosk station. For those who are below 21 years old, a fee of \$1.00 will be charged while for those who are above 21 years, a fee of \$5.00 will be charged.

4. How long do I have to wait before my membership is activated?

The membership will be activated immediately for Singaporeans and upon payment for PRs.

5. Where do I find out information on SingPass ID if I want to apply for it?

You can refer to the SingPass FAQ link below to find out more information on SingPass: http://www.ifaq.gov.sg/SINGPASS/apps/fcd_faqmain.aspx

6. I have forgotten my SingPass ID and password.

You can visit the SingPass website at <https://www.singpass.gov.sg> to recover your SingPass ID and password.

7. Why was I redirected to the SingPass website after I log in using SingPass? Is it secured?

To log in with your SingPass ID, you are required to login via the SingPass website. Once the authentication is completed, you will be redirected to NLB website. The entire process is secured.

8. I am a Foreigner with SingPass. Can I register for library membership online? Will there be an alert?

No. This online registration is open only to Singaporeans and PRs with SingPass. The system will display a message alert if it detects that the applicant is a foreigner.

9. I am currently an online member and have created myLibrary ID. Do I have to re-register? If so, can I retain my old myLibrary ID?

Yes, please activate your membership at the eKiosk station.

If your online membership has expired, please sign-up for Basic membership at the library with your NRIC. Alternatively, if you have a SingPass account, you can sign up at <https://account.nlb.gov.sg> for instant Basic Membership.

If you wish to retain your old myLibrary ID, please scan a copy of your NRIC (front and back) to Contact Centre helpdesk.

10. I am a PR with PAssion card membership. Can I apply for the membership online?

No. This registration is only for Basic membership. The following membership has to be done at the libraries:

- a) children/teens below 15 years (no SingPass)
- b) foreigners (no verification process)
- c) privilege membership for Partner members (PA,ELIS)
- d) Premium plus

11. How is this registration different from signing up as a member at the eKiosk?

The online registration is only for Basic membership while the eKiosk allows for other membership like Premium Plus.

12. What if I entered the wrong residency status? Will there be a check? Will validation be done at the point of registration?

Your particulars will be validated with the MHA only after registration.

Singapore Permanent Residents (SPRs) are charged a one-time registration fee of \$10.50 (inclusive of GST). If you are a Singapore Citizen (SC) but have incorrectly declared your residential status as SPR, this fee will automatically be charged to your account.

13. Can I sign up for this membership when I am already a library member?

The system will not allow you to complete the registration if it detects that you are already a library member.

14. I am already a library member. Can I use this platform to register for myLibrary ID?

Please visit this link to register for *myLibrary* ID:

<https://account.nlb.gov.sg>

15. If I am a library member but do not have a SingPass Account, can I still apply for myLibrary ID?

Yes, you can apply for a *myLibrary* ID at <https://account.nlb.gov.sg>

To apply for a SingPass Account, please sign up at the SingPass website. Please refer to http://www.ifaq.gov.sg/SINGPASS/apps/fcd_faqlmain.aspx for more information.

16. Can this registration be done when I am overseas? Will a One-Time-Pin (OTP) be sent?

Yes, you can register with your SingPass when you are overseas. There is no need for an OTP.