

WELCOME TO LEARNING JOURNEY LIBRARY

Training Session



What is the Learning Journey (Library)?

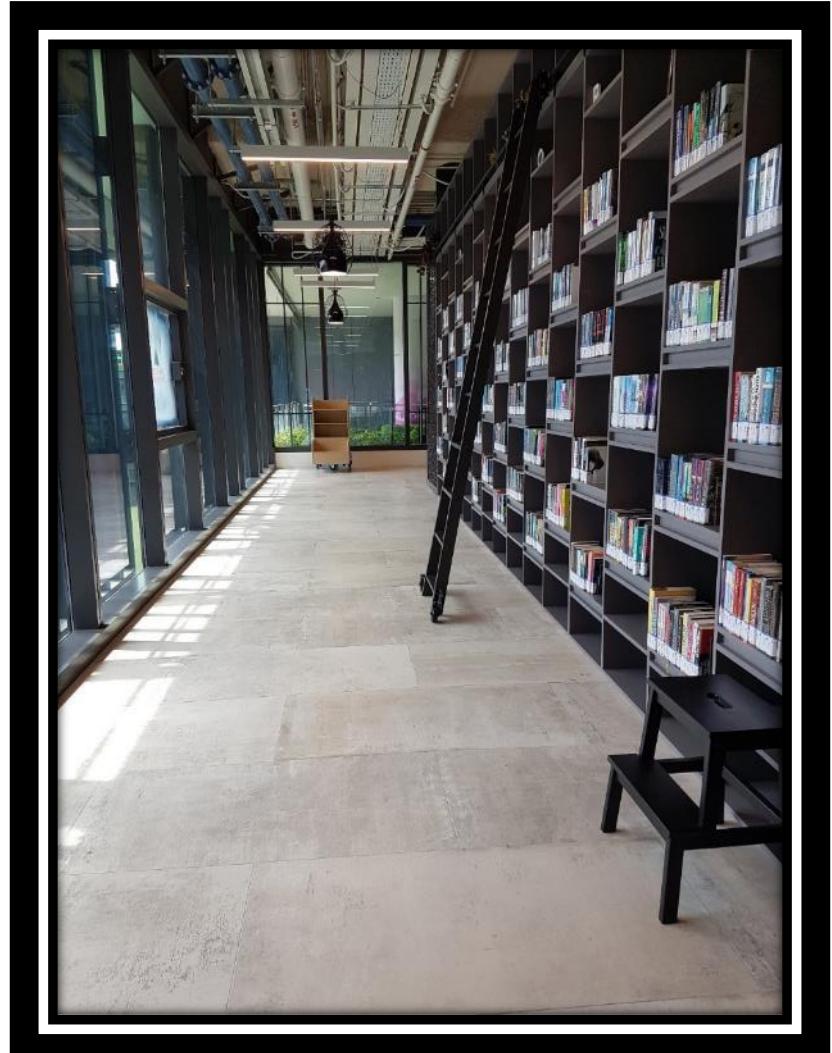
Learning Journey (Library) is a monthly programme for seniors happening at **all Public Libraries***. It takes seniors through an overview of the digital services available at the public libraries and will cover the following topics:

1. Wireless@SGx
2. myLibrary ID & NLB Mobile app
3. QR Codes
4. eNewspapers

*except for Choa Chu Kang Public Library (closure)

How will the programme be conducted?

- The learning journey is designed to be adaptable to the different library space.
- You are encouraged to take seniors through different stations to introduce the different digital services.
- However, some libraries may be conducting the session mostly at the Programme Zone due to space constraints.



Experiencing the Learning Journey



First Stop: Wireless@SGx

Participants can be welcomed at the Programme Zone and given a brief explanation on Wi-Fi and Wireless@SGx.



Second Stop: myLibrary ID & NLB Mobile App

DAs can demonstrate the use of the myLibrary ID & the NLB Mobile app while at the same venue.



Third Stop: QR Codes

After an introduction to QR codes, DAs can bring participants around the library to spot the different uses of QR codes . One possible venue is the Newspaper Reading Area where the eNewspaper stations are located.



Fourth Stop: eNewspapers

This stop can be conducted at the Newspaper Reading Area. DAs can demonstrate to participants the uses and benefits of reading eNewspapers.

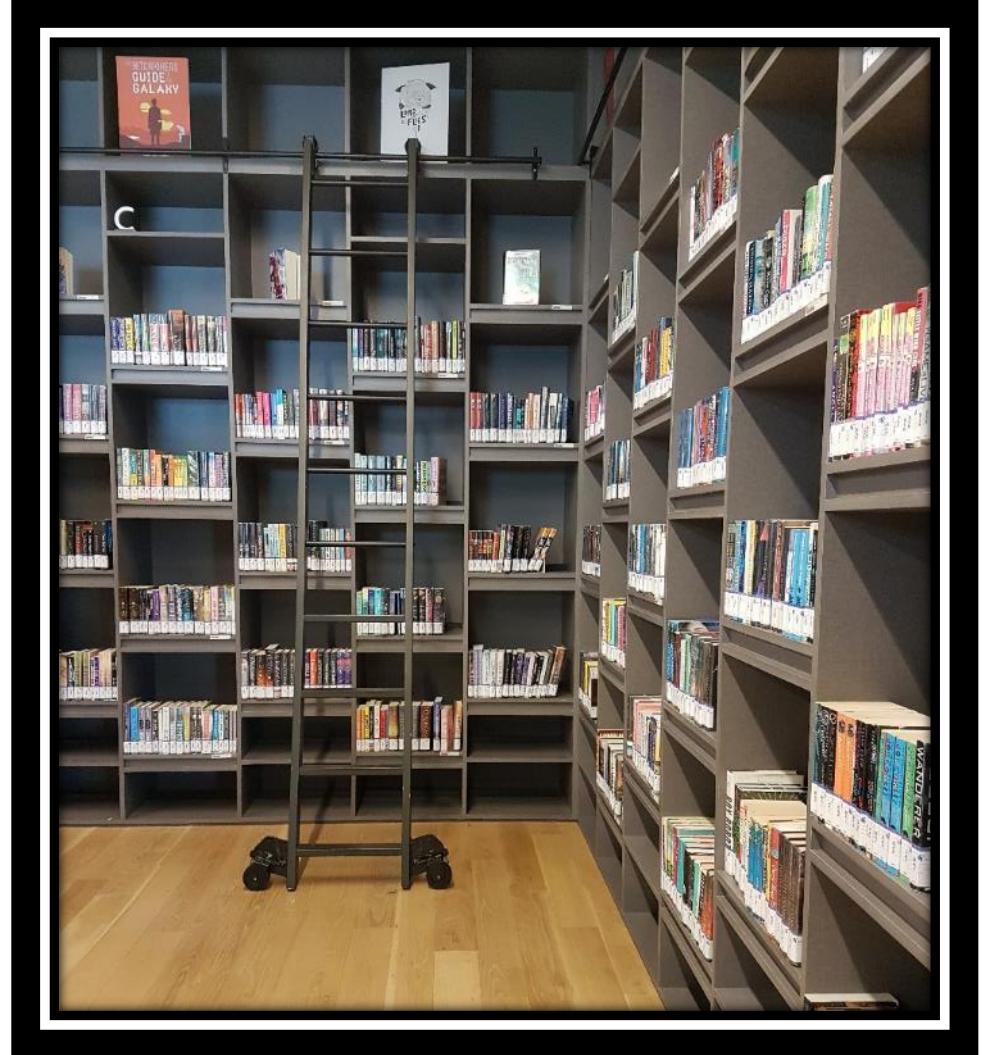
Learning Objectives

1. To introduce seniors to new ways of experiencing the library and its digital services
2. To introduce seniors to basic digital concepts and their common related terms

Your Role

As a Digital Ambassador (DA), you will be guiding our older patrons through their learning journey at the library.

To help seniors overcome the steep learning curve, you will introduce basic digital concepts such as mobile apps and QR codes and demonstrate how these digital services can shape their own library experience today.



You can direct participants who require **more in-depth and step-by-step assistance** (e.g. how to sign up for myLibrary ID, how to download NLB Mobile app, etc) to:

- i. the SDO booths at the libraries;

or

- ii. the library staff.

Staff at the Library

Library Officer



Library Engagement Officer



Onsite Preparation

Set-Up Requirements

- Samsung Tablet
- Programme Guide for Participants
- Pencils & Paper for Participants
- An eNewspaper Station to be reserved prior to session
- Library Learning Journey Pull-up standee

Library officers will be setting up the programme space prior to the start of the learning journey.

Before the Programme

Ensure

you arrive at the library at least 30 mins before the start of the session

Approach

the Library Officer (LO) at the staff office

Collect

the tablet from the LO and sign out from the form

Go through

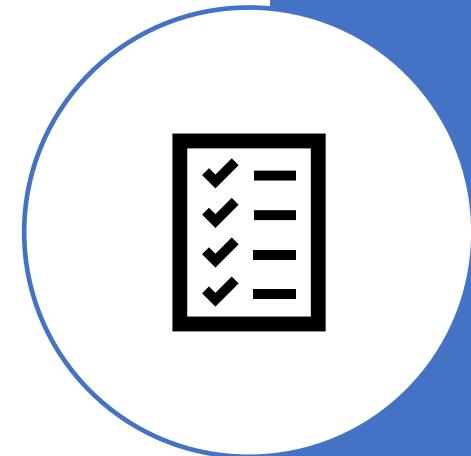
the checklist (refer to slide 12) & get to know the route of the Learning Journey

Wait

for participants at the first stop

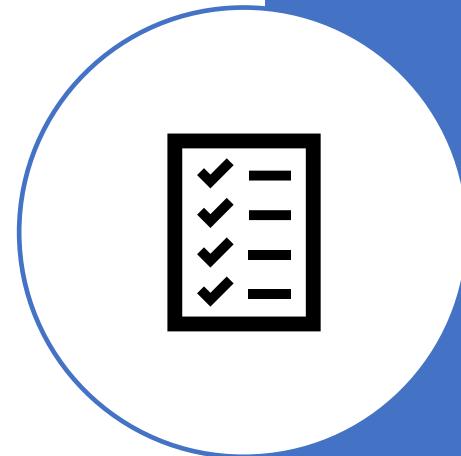
Checklist for Digital Ambassadors

- Have you tried the digital services such as myLibrary ID and NLB Mobile?
- Are you familiar with the different stops in the learning journey?
- Are the programme slides ready in the tablet?
- Are the Wireless@SGx and NLB Mobile app installed in the tablet?



Checklist for Digital Ambassadors

- Are the programme guides ready for distribution to the participants?
- Do you have the attendance list?
- Is there a eNewspaper station reserved for your demonstration?



At the End of the Programme

COLLECT REMAINING MATERIALS and remember to log out from the eNewspaper station.

GO TO THE STAFF OFFICE at the library.

INFORM LO THAT PROGRAMME HAS ENDED and the number of participants that attended.

RETURN THE TABLET to the LO and sign out from the form.

LOs will remove any signage for the programme and return the programme space to its normal arrangement.

GUIDING THE LEARNING JOURNEY

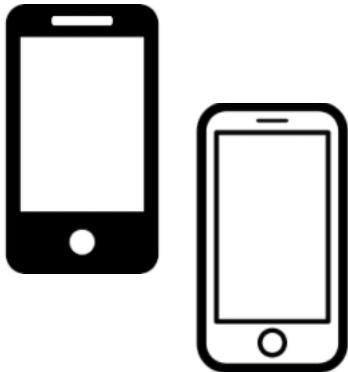
Tips on Guiding Seniors Through the Programme

YOU CAN



EXPLAIN

using simple words. Where possible, use terms or scenarios that the seniors can relate to.



DEMO

the digital services by casting your phone screen to the laptop so that everyone can see.



ENCOURAGE

seniors to explore and try the services after the session.

Use the A.R.T. Approach

1. ASK about their current level of understanding

- For example: To introduce mobile apps, start by asking, '*Do you currently use WhatsApp on your phone?*'
- If they already use apps in their phones regularly, they have some understanding of what a mobile app is.
- For those who don't, you can simplify your explanation further. For example: Mobile apps allow you to do more things on your phone like playing games, watching videos, etc.

Meet your participants at their level!

Use the A.R.T. Approach

2. **RELATE** your explanations to things they encounter in their daily lives
 - Use analogies
 - For example: To explain the e-card feature on the NLB app, you can describe it as like keeping a copy or a photo of your library card on your phone.

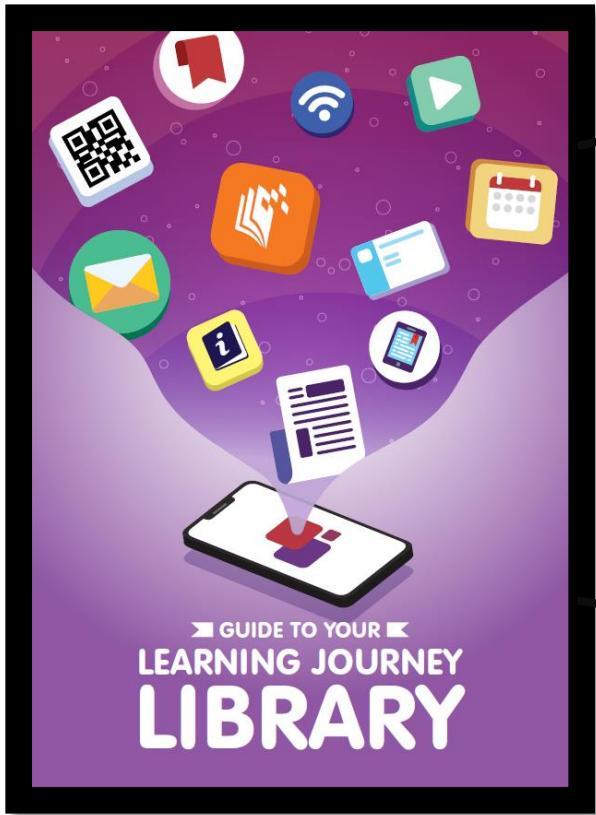
Be creative with your analogies and pay attention to your participants' habits and contexts

Use the A.R.T. Approach

3. **TELL** them about a new app or service that is similar to what they know
 - Once they are comfortable with the *idea* of a mobile app, you can then introduce them to other types of mobile apps that are available
 - For example, YouTube to stream videos, the NLB Mobile app etc.

Be sure to stress the similarities *and* new, unique, or exciting features!

Programme Guide for Participants



CHECKING IN TO THE LEARNING JOURNEY (LIBRARY)

Welcome!

Learning Journey (Library) introduces you to the range of digital services available at the Public Libraries. This guide will complement your journey as you explore the following stops:

- FIRST STOP:** Introducing Wireless@SGx
- SECOND STOP:** Introducing myLibrary ID & the NLB Mobile App
- THIRD STOP:** Introducing QR Codes
- FOURTH STOP:** Introducing eNewspapers

At the end of each stop, you will also find a simple activity to help you recap your understanding. You may do this in your own time. Answers can be found at the bottom of each activity page.

TRAVEL ITINERARY

START >>> Introducing Wireless@SGx

1. Introducing myLibrary ID & the NLB Mobile App

2. Introducing QR Codes

3. Introducing eNewspapers

FINISH >>>

INTRODUCING MYLIBRARY ID & THE NLB MOBILE APP

There are ten words related to Wireless@SGx hidden in the word search below. Find and circle the words.

C	G	C	E	I	Q	K	M	I	Y	O	N	H	U	E
V	L	O	G	I	N	Z	L	H	E	N	P	N	L	Q
A	S	G	I	T	H	I	Q	O	B	E	V	U	F	C
D	E	X	B	B	M	M	N	T	Z	T	E	K	W	I
A	C	S	Y	W	K	O	B	S	E	I	Q	B	I	Z
D	U	J	N	I	G	B	W	P	C	M	L	M	R	E
A	R	K	H	F	U	I	S	O	P	E	T	R	E	N
L	I	R	B	I	V	L	C	T	C	P	B	X	L	P
Q	T	Y	V	S	V	E	S	S	D	A	D	E	V	
X	Y	O	C	I	L	N	E	Z	P	S	U	B	S	D
K	N	N	E	G	K	U	T	N	T	S	V	G	S	E
E	Y	S	J	N	Z	M	T	B	H	W	M	G	O	V
M	Y	X	V	A	W	B	I	B	V	O	T	I	W	I
Y	Q	M	V	L	R	E	N	B	F	R	S	D	O	C
Z	W	A	P	P	P	R	G	Q	N	D	A	V	J	E

1. Log in
2. Hotspots
3. Wireless
4. Device
5. WiFi signal
6. Setting
7. One-Time Password
8. App
9. Mobile Number
10. Security

INTRODUCING MYLIBRARY ID & THE NLB MOBILE APP

Our library collection and resources can now always be within your reach. With myLibrary ID, you can expand into the digital library space and access thousands of books and many local newspapers online!

What is myLibrary ID?
myLibrary ID is a digital library account that gives library members access to all the digital services offered at the National Library Board (NLB). It consists of an NLB username which is different from your NRIC number and a password. As long as you are an NLB member, you can register for a myLibrary ID.

Going Digital
A myLibrary ID allows you to access all digital library services via the NLB website (www.nlb.gov.sg). You can also download and install the NLB Mobile app into your mobile device. With myLibrary ID, you can then:

- 1. Borrow and Read On the Go**
 - a. Read eBooks, eNewspapers, eMagazines and other resources
 - b. Borrow physical books using the NLB Mobile app instead of using the Book Borrowing Stations
- 2. Easily Manage Your Library Account**
 - a. Make online payment for library fees
 - b. Receive email alerts on loans, reservation items and fees/fines
 - c. Renew loans
- 3. Discover and Register for Library Programmes & Events**
- 4. Use the Multimedia Stations at the Public Libraries**

Participants will be given a programme guide to complement their Learning Journey.

Available in 4 languages, all the information in the presentation deck will be included in the guide.

There is also an activity after each topic that they can complete at their own time.

WELCOME TO LEARNING JOURNEY LIBRARY

**Programme
Walkthrough
(Part 1)**





Laminated Library
Membership Card



The National Library Building @
Stamford Road

NATIONAL LIBRARY	
DATE DUE 还书日期	
SAMPAI TARikh ප්‍රංග ගත්ත තැක්වා ජාල	
Materials are due on the date stamped below. Fines: 10 cents per day per overdue book	
1	15 <i>- 9 SEP 1996</i>
2	16 <i>13 OCT 1996</i>
3	17
4	18 <i>- 7 JUN 1997</i>
5	19
6	20
7	21
8	22
9	23
10	24
11	25
12	26
13	27
	28

Date Due Slips Found in
Library Books

WHAT ARE YOUR MEMORIES OF THE LIBRARY?



MOBILE BOOK DROPS AT TAMPINES REGIONAL LIBRARY

HOW BOOKS ARE RETURNED & SORTED

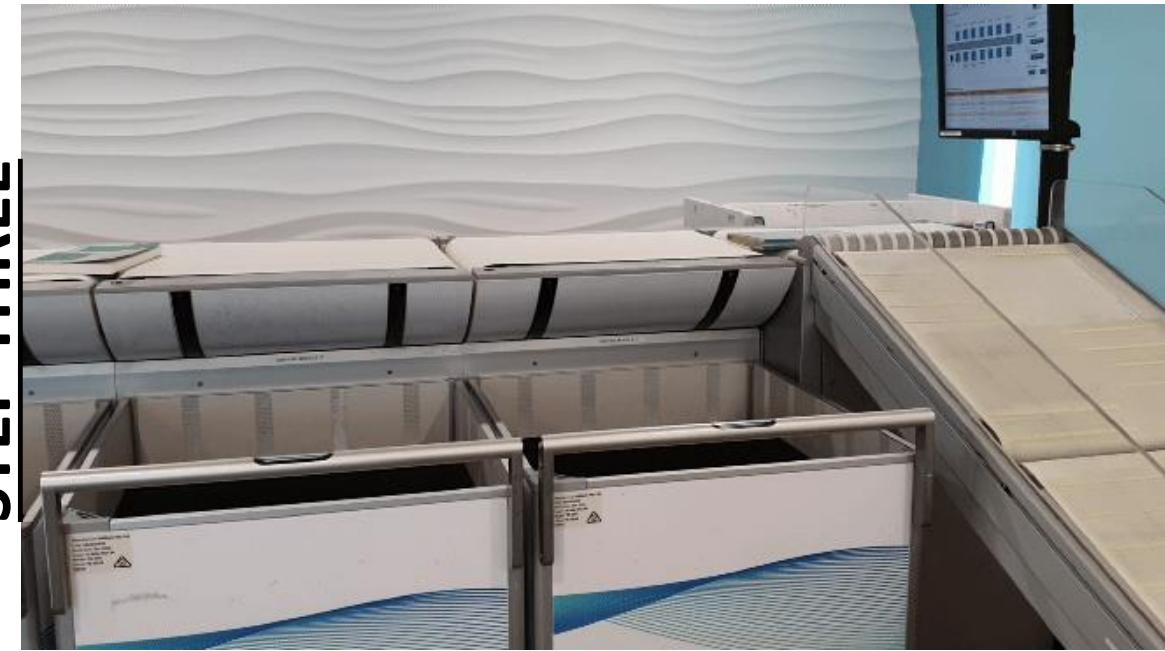
STEP ONE



STEP TWO



STEP THREE





RESERVATION LOCKERS

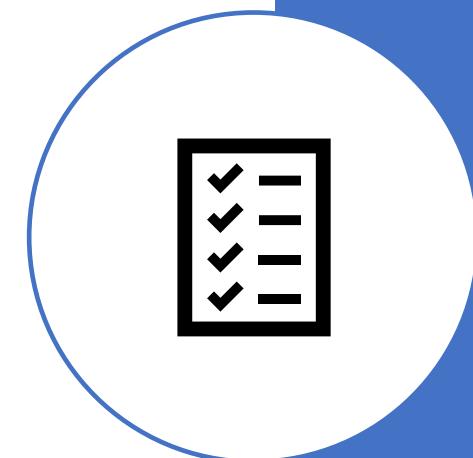
BOOK DISPENSER AT CHOA CHU KANG LOT 1 MALL



LOOK AROUND YOU...

- Did you notice any of these new machines at the library today?

- Was there anything at the library that surprised you?



TRAVEL ITINERARY

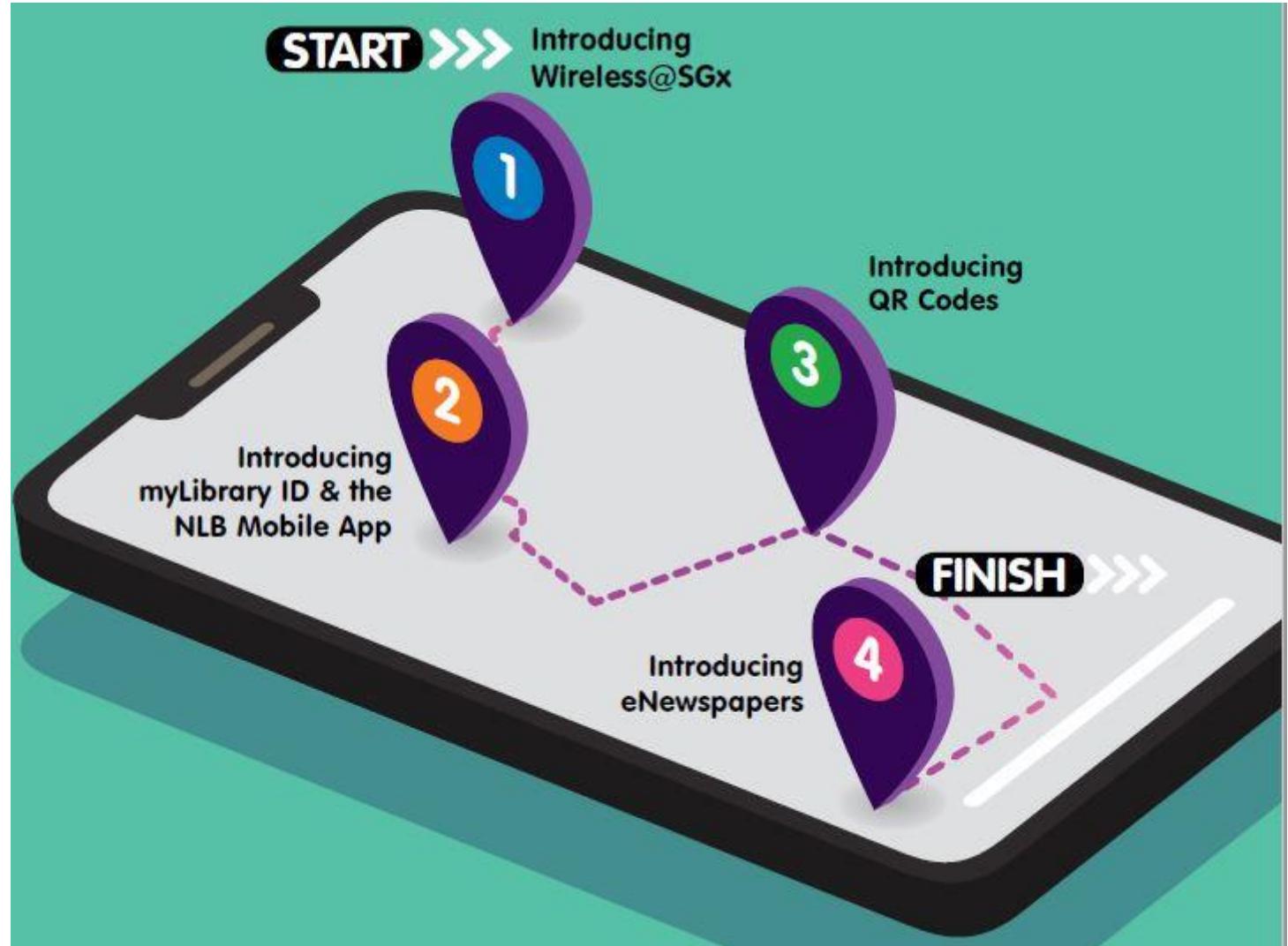
To ensure a smooth journey, do check that you have these mobile apps installed on your phone:



Wireless@SGx



NLB Mobile





INTRODUCING
Wireless@SGx

FIRST STOP:

Introducing Wireless@SGx

- *Seniors should know what Wi-Fi and Wireless@SGx are.*
- *They should be familiar with its symbol & related terms.*
- *They should also know when it is recommended to tap on a Wi-Fi connection.*



What is Wi-Fi?

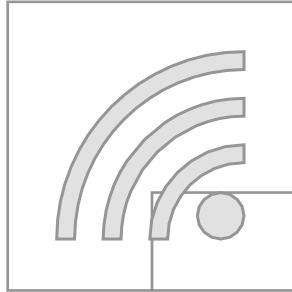
- It is a signal that connects your phone or computer to the Internet without wires.
- You will see the Wi-Fi symbol appear at the top of your device.
- The more bars there are, the stronger your connection to the Wi-Fi will be.
- A **Wi-Fi Hotspot** is a place that offers you a Wi-Fi signal at no cost.



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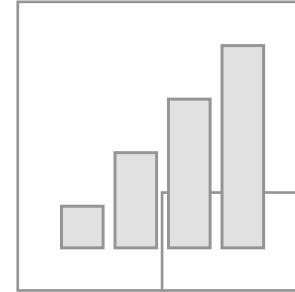
INTRODUCING Wireless@SGx



Wi-Fi Data

- Connects to the Internet wirelessly
- No limit to your Internet usage
- Must be connected to the Wi-Fi at specific places (e.g. home)

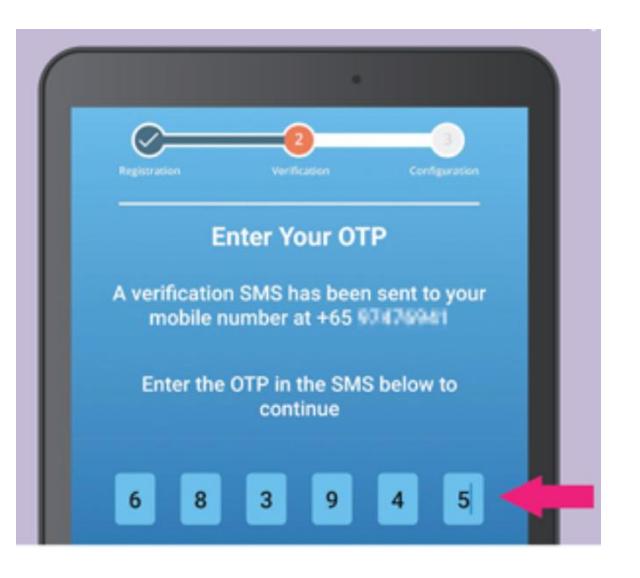
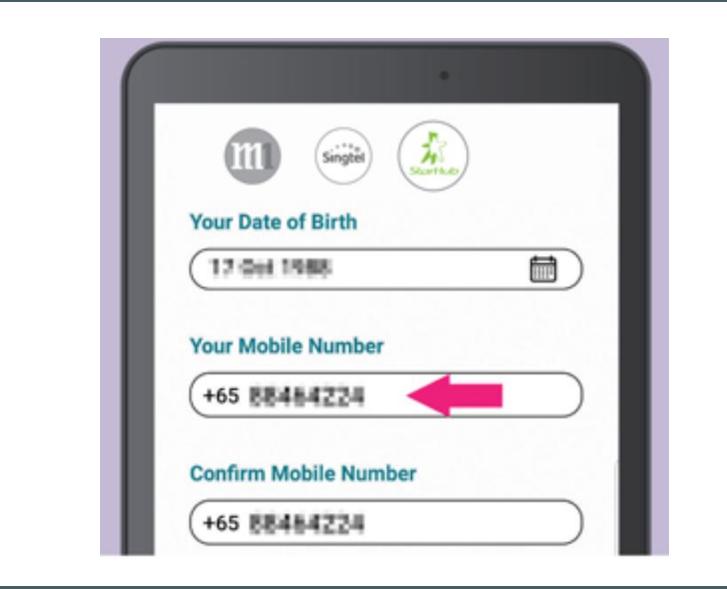
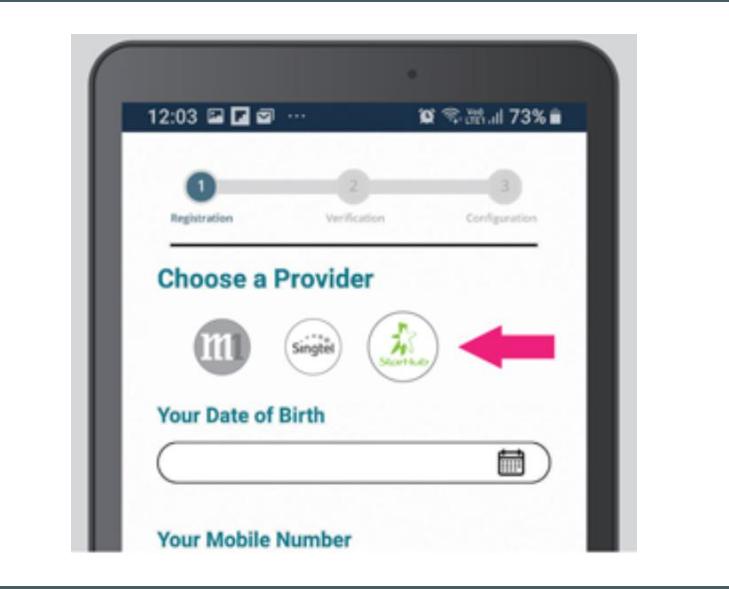
Recommended: Use to stream videos, make video calls and download new apps as these activities take up more Internet data



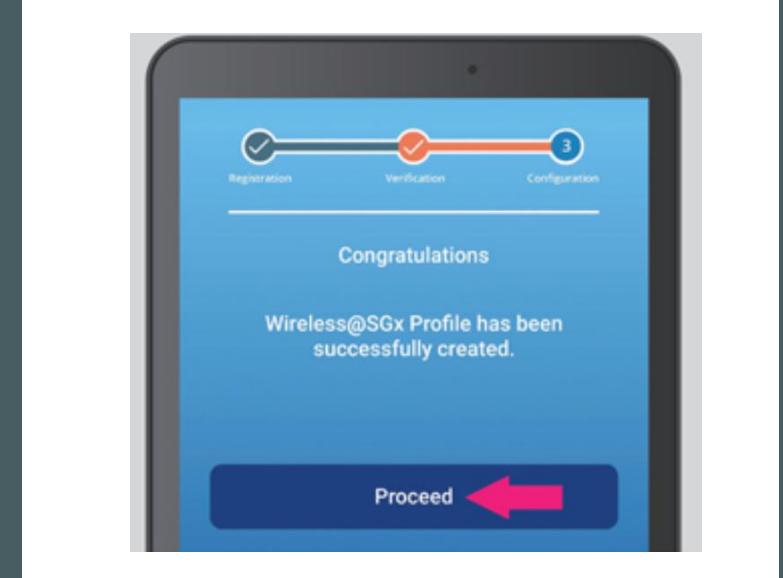
Mobile Plan Data

- Requires a SIM card to connect to the Internet
- Limited to the monthly data plan you subscribed to
- Can access Internet anywhere that has 3G, 4G or 5G signal

Recommended: Good to make e-payments and check emails as this is more secure



Wireless@SGx
is a free and secure Wi-Fi
service available at most
public places,
including the public libraries!





INTRODUCING
Wireless@SGx

SECURITY



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Encourage Seniors To:

Verify

Always verify that the Wi-Fi connection is an official one. The name of the connection should be Wireless@SGx.

No Sensitive Information

Don't type sensitive information like your NRIC number when using public Wi-Fi.

Turn Off

Avoid connecting to public Wi-Fi networks automatically. Turn off the Wi-Fi setting in your device when not in use.

SECOND STOP:

Introducing myLibrary ID & NLB Mobile

- *Seniors should know what myLibrary ID is.*
- *They should also know what a mobile app is and where it can be downloaded.*
- *They should also know the basic features of the NLB Mobile app.*



INTRODUCING MYLIBRARY ID &
THE NLB MOBILE APP

What is myLibrary ID?

- It is a **digital library account** consisting of a NLB username (different from NRIC number) and a password.
- With a myLibrary ID, you can:
 1. Borrow & read on the go
 2. Easily manage your library account
 3. Discover & register for library programmes
 4. Use the Multimedia Stations at the libraries



The screenshot shows the NLB myLibrary ID login interface. It features a top navigation bar with the NLB logo and a 'Welcome' message. Below this is a form with two input fields: 'myLibrary ID' containing 'alicialee1982' and 'Password' containing '••••a'. To the right of the password field is a 'show' link. Below the form is a 'Forgot your myLibraryID or password?' link. At the bottom is a large orange 'Login' button. A red rectangular box highlights the 'myLibrary ID' and 'Password' fields.

Don't have an account? [Register here](#)

With a myLibrary ID, you can download the NLB Mobile app to your phone and have the library conveniently in your hands!

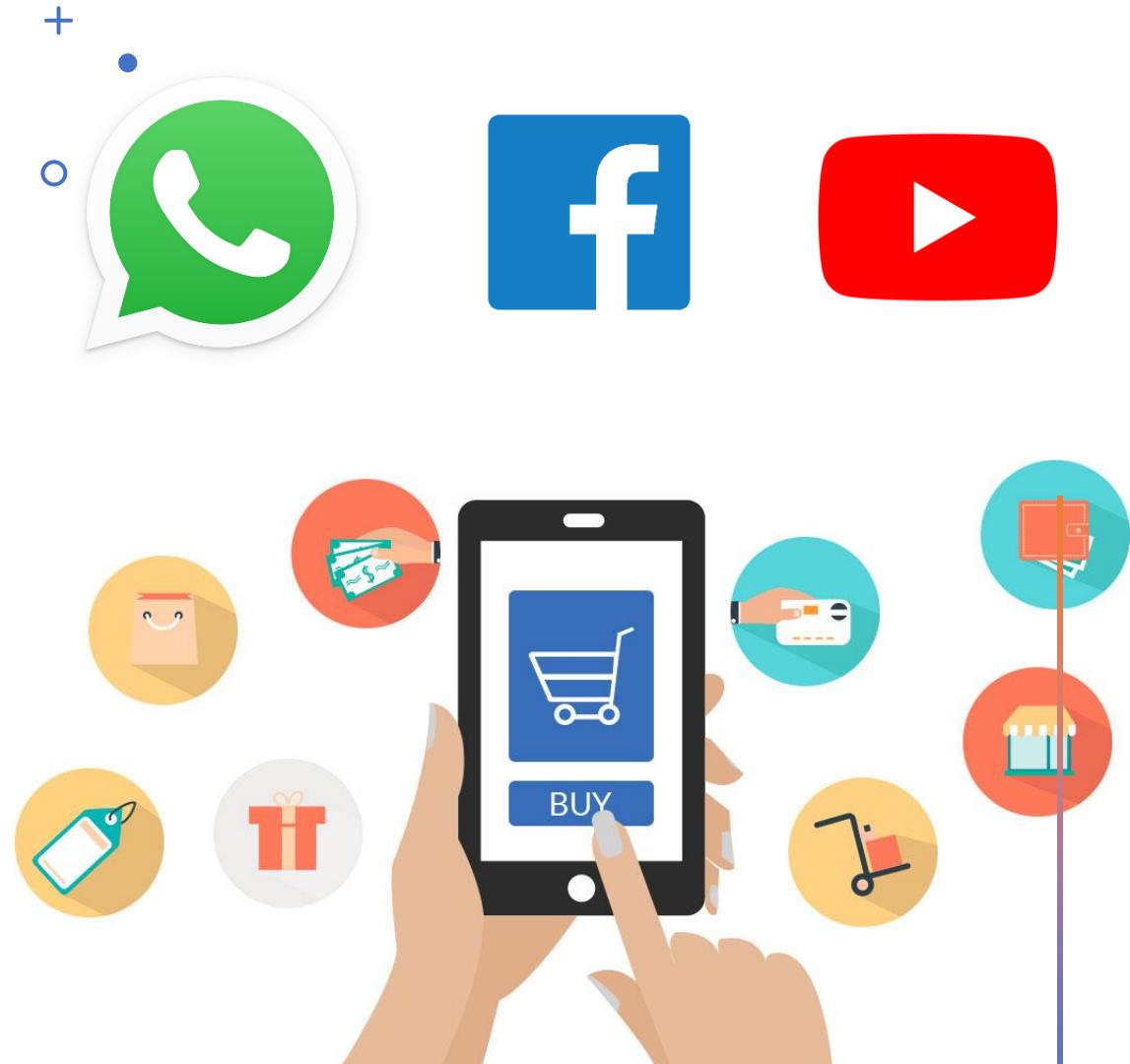
[Continue without signing in](#)





What are Mobile Apps

- **Mobile apps** are computer programmes that make it easier for you to do things in your phone or tablet.
- They can be downloaded and added so that you can do more fun things with your phone!

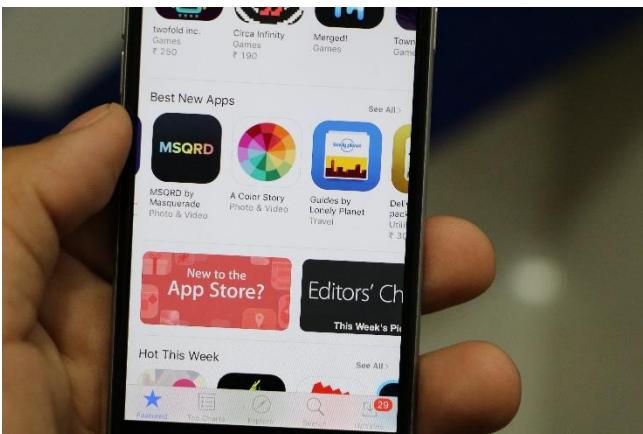




What are Mobile Apps



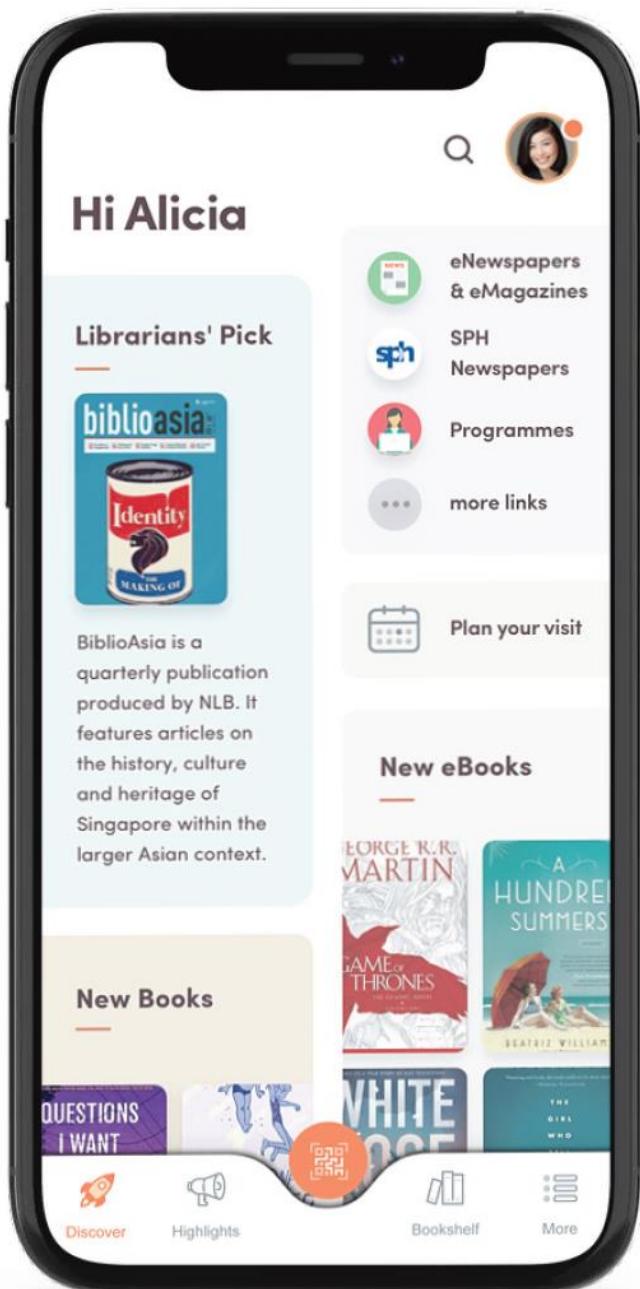
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- From shopping to playing games to ordering food, there are all kinds of mobile apps that you can get from an **app store**.
- The most common app stores are *Google Play Store* and *the App Store*.
- App stores may differ depending on your phone brand.



INTRODUCING MYLIBRARY ID & THE NLB MOBILE APP



You will be introducing participants to the revamped NLB Mobile app that will be launched in Jan 2021.

DEMO#1

Scan to borrow physical materials at the library

DEMO#2

Browse, borrow and download eBooks, audiobooks, eNewspapers & eMagazines

Search & Register for programmes at the library

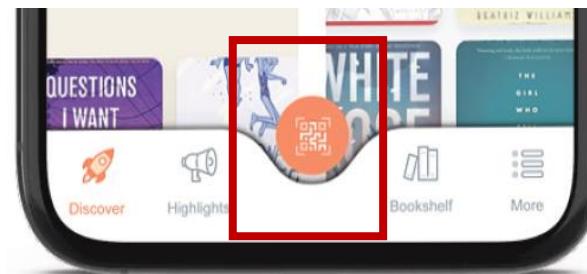
Search our library catalogue

Manage your library account and pay outstanding fees



Demo #1: How to Borrow a Physical Book

1. Tap the in-built scanner in the NLB Mobile app



2. Scan either the NLB barcode or the NLB QR Code



Proceed to borrow?

Yes, borrow item

No thanks

3. Proceed to borrow

Successfully borrowed!



Continue Browsing

Read in Browser

Read in Libby

4. Success!



INTRODUCING MYLIBRARY ID &
THE NLB MOBILE APP

Demo #2: How to Borrow an eBook

A screenshot of the NLB mobile app's search interface. At the top, there is a search bar with the query "Harry Potter Series". Below the search bar are four category tabs: eBooks (which is selected), Audiobooks, Books, and AV. The text "305k results found" is displayed. The search results list several books, each with a small thumbnail, the title, author, and publication details. The first result is "A HUNDRED SUMMERS" by Clive Gifford, published 2010. The last visible result is "SARAH DESSEN" by Sarah Dessen, published 2014. At the bottom left is a "Filter" button, and at the bottom right, the text "You have reached the end of the list."

A screenshot of the NLB mobile app showing the details for the book "Harry Potter and the Goblet of Fire" by J. K. Rowling. The book cover features a red leaf design. Below the cover, the text "Also available as audiobook" is shown. The book is categorized as an "eBook". The title "Harry Potter and the Goblet of Fire" is prominently displayed, along with the author's name "J. K. Rowling". At the bottom are two buttons: "Borrow" and "Availability".

A screenshot of the NLB mobile app displaying a confirmation dialog. It shows a profile picture of a woman and the text "Proceed to borrow?". Below the dialog are two buttons: "Yes, borrow item" and "No thanks".

A screenshot of the NLB mobile app showing a success message "Successfully borrowed!" above a large green checkmark icon. To the right, a book cover for "The Girl who Fell from the Sky" by Heidi Durrow is shown with the text "Date Due: 17 Jul 2019". Below the book cover are three buttons: "Continue Browsing", "Read in Browser", and "Read in Libby".

1. Search for Title

2. Select & View details

3. Proceed to borrow

4. Success!

Checking Loans



My Bookshelf

Book & AV Reservations

eBook & Audiobook Reservations

Favourites

Book & AV Loan History

Bookshelf

Discover

Highlights

More

Books & AV

Loans

Reserved

Borrowed 6 / 16

Kingsman: The Red Diamond
Rob Williams, Simon Fraser
B34787924K
Overdue since 1 Jun

The Girl Who Fell ... from the Sky
Heidi Durrow
B34787924K
Renewed - Due Today

Scientific American
Jan 2020
B34787924K
Due tomorrow

Neil Gaiman
Smoke & Mirrors
张巍
B34787924K
Due on 16 Jun

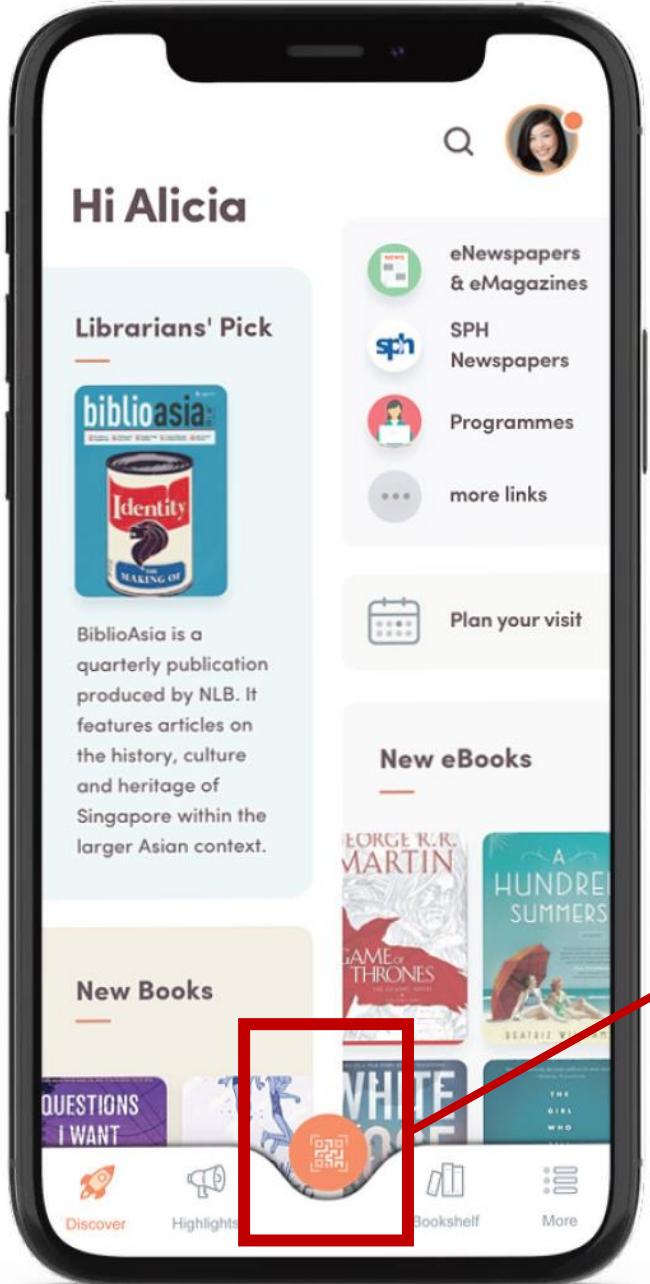
திருத்தி முடுக்கு
ஸ்ரீநாகராஜன்
B34787924K
Renewed - Due on 18 Jun

A Thousand Naked Strangers
Kevin Hazzard
B34787924K
Due on 24 Jun

Select Items to Renew

A screenshot of a mobile library application interface. At the top right, there is a search icon, a user profile picture, and a back arrow. Below the title "My Bookshelf", there are several cards: "Book & AV Reservations" (with 2 items ready to collect), "eBook & Audiobook Reservations" (highlighted with a red border), "Recently Viewed", "Favourites", "Book & AV Loan History" (highlighted with a red border), and "Bookshelf" (also highlighted with a red border). At the bottom, there are navigation icons for "Discover", "Highlights", and "More". On the right side, a list of borrowed items is displayed under the heading "Books & AV". The items include "Kingsman: The Red Diamond", "The Girl Who Fell ... from the Sky", "Scientific American", "Neil Gaiman Smoke & Mirrors", "திருத்தி முடுக்கு", and "A Thousand Naked Strangers". Each item has its title, author, ID, and due date. A red box highlights the "Bookshelf" card and the "A Thousand Naked Strangers" item.

Scanner Feature in the NLB Mobile App



- Scan to borrow physical books in the library
- Scan NLB QR Codes to log in automatically to the NLB website via a computer
- Scan the ISBN of a physical book to check its availability in the library catalogue

NEW!

End of Part 1

We will now take a 15 mins break.

WELCOME TO LEARNING JOURNEY LIBRARY

**Programme
Walkthrough
(Part 2)**



THIRD STOP: *Introducing QR Codes*

- *Seniors should know what a QR Code is as well as some of its uses.*
- *They should also be aware of how QR codes can be used within the library.*



INTRODUCING QR CODES

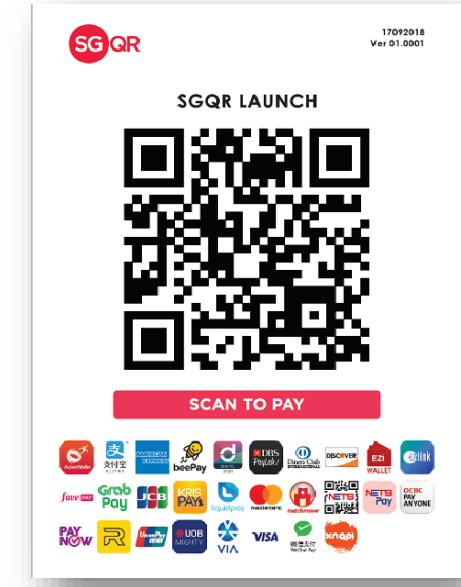
What is a QR Code?

It is short for
Quick Response Code.

With a scan of QR code, you can quickly visit a website page or open an app without typing or clicking.

There are many different ways that QR codes are now used by businesses and organisations.

EXAMPLES OF HOW QR CODES ARE USED TODAY:



To check in for contact tracing

To visit a website

To make payment



QR Codes in the Library



Discover & Borrow on the Go

QR codes built into book lists or posters can help you to check its availability



Search for a Library Programme

QR Codes on programme posters will direct you to the registration page



Generate an e-Card

The e-Card icon on the NLB Mobile app can generate a QR code version of your library card



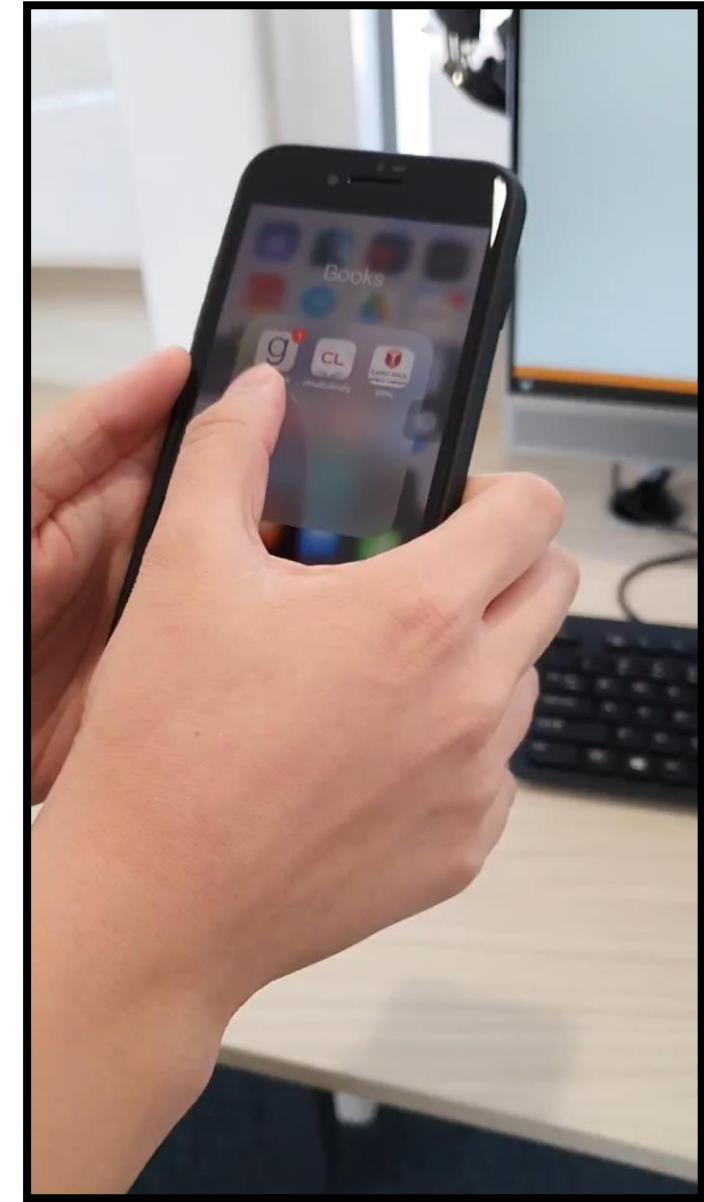
DEMO!

Use the NLB QR Login

Use the Scanner feature on the NLB Mobile app to scan the QR code on the NLB website. You will automatically log in!

How to Use the NLB QR Login

1. Launch the NLB Mobile app on your phone
2. Click on the Scanner icon in the NLB Mobile app.
3. On your computer, go to the NLB website (www.nlb.gov.sg). Click on the Login icon at the top right-hand corner.
4. On the login page, click on the QR code that appears at the top. A fuller NLB QR Code will appear on the screen.
5. Scan the NLB QR Code by holding your phone in front of the computer screen.
6. Click 'Yes' on your phone. You are now logged in on your computer.



(Note: This video is displaying the interface of the existing NLB Mobile app.)

Other Examples of QR Codes in Libraries



Most public libraries now have a digital bulletin board (DBB) near the entrance.

The DBB displays relevant library information.



QR Codes can also be displayed on programme posters, book lists or as part of decals in the library.

FOURTH STOP:

Introducing eNewspapers

- *Seniors should be aware of the newspapers available in digital format*
- *They should know some of the benefits of eNewspapers*
- *They should also know the different ways they can access eNewspapers.*



INTRODUCING
ENEWSPAPERS

THE STRAITS TIMES

THE BUSINESS TIMES

Berita Harian
Berita Minggu



What Newspapers are Available in Digital Format?





INTRODUCING ENEWSPAPERS

How to Access eNewspapers?

The screenshot shows the SPH Newspapers website. At the top, there is a pink banner with the text "INTRODUCING ENEWSPAPERS". Below the banner, a large red callout box contains the text "Login with myLibrary ID here". A red arrow points from this text to a "Login" button located at the top right of the page. The main content area has a teal header bar with "HELP" and a magnifying glass icon. Below the header, a message box says: "Good news! Patrons can now read Singapore Press Holdings (SPH) newspapers from home. Go to go.gov.sg/nlb-enews". Underneath, there is a breadcrumb navigation: "Home / SPH Newspapers".

spn Newspapers

Good news! Singapore Press Holdings (SPH) newspapers are available to library members – **from home**. Sign in with your myLibrary ID to access these ePapers. Can't remember if you have one or forgot your username / password? No problem – [check and sign up](#) with your SingPass.

1. Via the NLB Mobile app

2. Via Your Personal Computer

- Go to the NLB website (go.gov.sg/nlb-enews).
- Log in with your myLibrary ID via the button at the top right-hand corner.
- Select the newspaper you wish to read, and you will be brought to the SPH ePaper site.



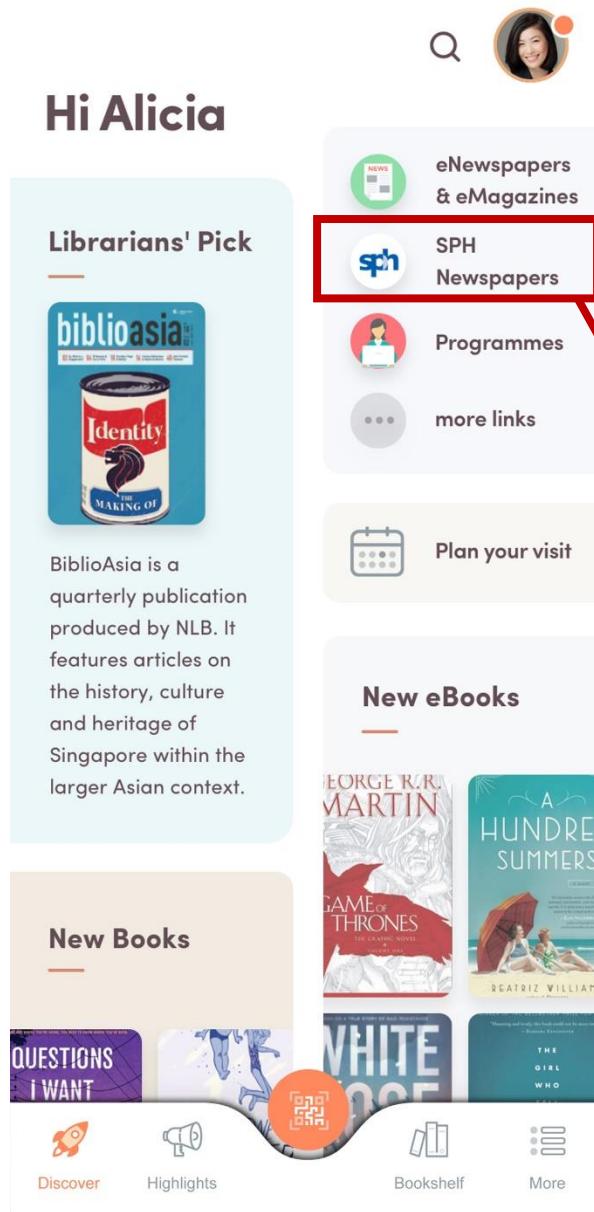
INTRODUCING ENEWSPAPERS

DEMO!

3. Visit the Public Libraries to use the eNewspaper stations at the Newspaper Reading Area

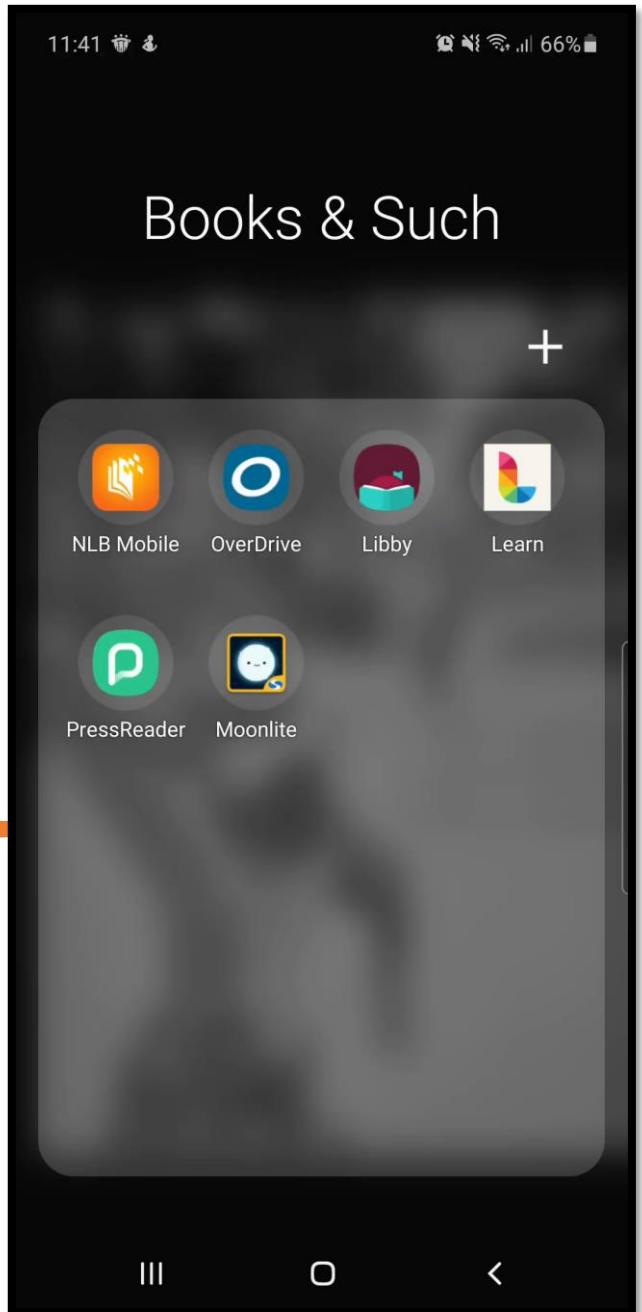
How to Access eNewspapers?





How to Access eNewspapers via NLB Mobile

In the revamped app, the SPH Newspapers icon will appear on the right-side of the screen. The remaining steps are the same.



What are the Benefits of Using eNewspapers?

1. You can access them any time you want!
2. It is portable. Past and current issues can be easily viewed in your device without adding extra weight.
3. Words are too small? Zoom in and out to adjust according to what suits you!



Mon 31 Aug 2020



Sun 30 Aug 2020



Sat 29 Aug 2020



Thu 27 Aug 2020



Wed 26 Aug 2020



Tue 25 Aug 2020



From left: On performances being cut, Li Ling (in red), Tan Mei-Kit, Cheong Ting-Pee, Mr Jon Ral and Mu Xun-Zeng, playing devant on remote paths under the Moonlight Performance Building in Kallang, last Friday.



Director Feng-Kai Choy giving instructions from a central room to those operating the cameras in the studio during an online panel titled 'Laugh Entertainment' at NUSIS during its digital media training last Wednesday.



Bottom: Li Ling (left), Moonlight Performance, and Li Ling (right) have been offered by the Centre 48 studios, which began in the internet but can now offer a more intimate space at NUSIS after last Wednesday.



Bottom left: Performers Li Ling (right) and Li Ling (left) applying white protective mask on her mother. The right: Moonlight Performance's Li Ling (right) removes her face mask while preparing to perform via video link from Monday. The right: Moonlight Performance's Li Ling (right) removes her face mask while preparing to perform via video link from Monday.

Highly skilled
independent and
entrepreneurial
with lots of time
to sleep to recharge
without disrupting
the rehearsals
and auditions.
Quoted: Student
on NUSIS
School of
Performing Arts
Building Fund
Chairperson.



THE SHOW MIGHT GO

something to look
at. In the 20-year experience, he
noted that it's not just money. In
fact, it's probably more important.
Use money to facilitate to about 10
shows, 40 students.

Mr. Arshad said the 20-year history
had made it easier to negotiate
funding, as far as getting his
shows produced.

The 28-year-old has three plays
in the works, while he has
already had one take a production.

"None of my friends are able to
sell their shows through
Facebook," he added last April.

The 20-year-old, who has a degree in
marketing from NUSIS, has a Facebook
page with 10,000+ fans. He has also
been invited to speak at the National
University of Singapore's (NUS) Marketing
Seminar. His Facebook page
receives 1,000+ views per day, and
he has over 400,000 on his
YouTube channel.

He has brought the 20-strong
ensemble from the studio across

What are the Benefits of Using eNewspapers?

4. Speed! Open the NLB Mobile app or login via your personal computer and you can access them in minutes.
5. eNewspapers allow us to cut down on our use of paper, making them environmentally friendly!



This Photo by Unknown Author is licensed under CC BY-NC-ND

Final tips!

- **Show, Don't Tell:**

- Be prepared to demonstrate each of these services instead of just explaining them verbally.
- However, you do not need to show them the step-by-step on how to log in or set up the service.

- **Encourage experimentation**

- Engage participants by asking them to try things out for themselves and be ready to talk them through any mistakes.

- **Be patient**

- Remember that although these digital services may seem simple to you, the seniors may need more time to properly understand them.
- Be ready to explain things more than once or to go slowly – and, above all, remember to be kind!

Frequently Asked Questions

List of Questions

1. When will the programme commence?
2. Who is the target audience for the programme?
3. How many participants will there be for each session?
4. How can seniors register for the programme?
5. Can a senior take part in the Learning Journey if he/she did not register beforehand?
6. If seniors do not have the Wireless@SGx app, a myLibrary ID or the NLB Mobile app, can they still attend the programme?
7. I have participants who do not know how to get a myLibraryID/forgot their myLibrary ID. What do I do?

List of Questions

8. I have arrived at the programme zone/venue but nothing is set up. Who do I look for?
9. What do I do once the programme has ended?
10. Can participants get a copy of the presentation slides?
11. What will the Learning Journey Programme Guide contain?
12. I have seniors asking me questions about NLB services like the amount of books that they can borrow or how to pay their fines. What do I do?
13. My participants asked for help with apps/tech issues outside the scope of the Learning Journey (e.g. asking how to use Whatsapp). What do I do?

Q1. When will the programme commence?

The Learning Journey (Library) is expected to start in February 2021. Registration will start approximately one month before that.

Q2. Who is the target audience for the programme?

We are targeting seniors aged 50 and above who have zero to minimal knowledge of digital concepts.

Q3. How many participants will there be for each session?

Due to the current safe management measures, there will only be a maximum of 5 persons per session, including the DA.

Q4. How can participants register for the programme?

Participants can register in person at any of the SDO offices across the island.

Q5. Can a senior take part in the Learning Journey if they did not register beforehand?

Due to safe distancing measures, the Learning Journeys have a very limited capacity, and can only involve up to 4 participants (plus one DA).

For this reason, we strongly encourage participants to register beforehand. However, you can allow walk-in participants to join if there are available slots.

Q6. If seniors do not have the Wireless@SGx app, a myLibrary ID or the NLB Mobile app, can they still attend the programme?

Yes.

Q7. I have participants who do not know how to get a myLibraryID/forgot their myLibrary ID. What do I do?

You can direct participants to check at account.nlb.gov.sg and log in with their SingPass. The system will display their myLibraryID after they log in if they have a myLibraryID. If not, it will prompt them to create one. They can also check if they have a myLibraryID using the Book Borrowing Stations. If you are still unsure, please look for a library officer or library engagement officer for help. They are dressed in dark blue polo tees

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Q8. I have arrived at the programme zone/venue but nothing is set up. Who do I look for?

Please look for a Library Officer for help and introduce yourself as the Digital Ambassador for the Learning Journey programme.

Q9. What do I do once the programme has ended?

After the participants have left, please return the tablet to a Library Officer and inform them that the program has ended.

Do not leave the tablet unattended in the programme zone.

Remember to sign out on the form once you have returned the tablet.

Q10. Can participants get a copy of the presentation slides?

Each participant will receive a copy of the programme guide. The programme guide will include all the content covered during the Learning Journey and more!

Q11. What will the Learning Journey Programme Guide contain?

Other than the ‘live’ demonstrations, all the content from the presentation slides will be included in the guide, together with some additional information.

At the end of each stop, participants can also complete a simple activity to recap their learning. They can do this at their own time. Answers are provided at the bottom of the activity page.

Q12. My participants asked for help with apps/tech issues outside the scope of the Learning Journey (e.g. asking how to use Whatsapp). What do I do?

Refer them to the SG Digital Community Hubs run by IMDA – there should be one right there in the library!

DAs at these hubs can offer more in-depth assistance and help them with their questions on an individual basis.

Q13. I have seniors asking me questions about NLB services like the amount of books that they can borrow or how to pay their fines. What do I do?

Please look for a library officer or library engagement officer for help.

Thank you!