

## **PressReader FAQs**

### **1. What is PressReader?**

PressReader (previously known as Library PressDisplay) is an online database that provides access to over 7000 of the world's leading newspapers and magazines from more than 100 countries. These include international newspapers such as The Washington Post, The Guardian, Bloomberg Businessweek (Asia), and local publications such as Female, Women's Weekly, Singapore Tatler, Food and Travel (Singapore). Publications are presented as full digital replicas and offer advanced digital features such as keyword searching, translation, audio functionality and much more.

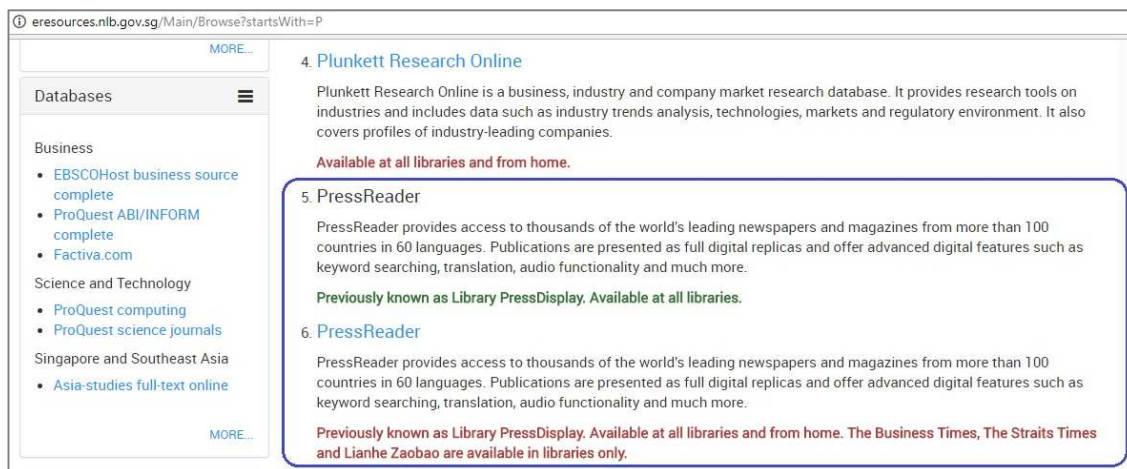
### **2. How can I access PressReader?**

Users can access PressReader via the following ways:

#### a) NLB's eResources website

PressReader is available at all libraries and from home via NLB's eResources website: <http://eresources.nlb.gov.sg>. Login to NLB's eResources via myLibrary ID is required.

Accessing PressReader via NLB's eResources website redirects users to [www.pressreader.com](http://www.pressreader.com).



The screenshot shows the NLB eResources website interface. On the left, there is a sidebar with a 'Databases' section containing categories like Business, Science and Technology, and Singapore and Southeast Asia. The main content area lists several databases, with '5. PressReader' highlighted by a blue box. The description for PressReader states: 'PressReader provides access to thousands of the world's leading newspapers and magazines from more than 100 countries in 60 languages. Publications are presented as full digital replicas and offer advanced digital features such as keyword searching, translation, audio functionality and much more. Previously known as Library PressDisplay. Available at all libraries.' Below this, another entry for '6. PressReader' is shown, noting it is available at all libraries and from home, with specific titles like The Business Times and The Straits Times available in libraries only.

#### b) eNewspapers kiosks at libraries

Users can also access PressReader via the eNewspapers kiosks at libraries such as:

- Lee Kong Chian Reference Library
- library@chinatown
- library@orchard
- Pasir Ris Public Library
- Sembawang Public Library

#### c) Connection to Wireless@SG/SGx at all NLB libraries ("Gifted Access")

Access to PressReader via the connection to Wireless@SG/SGx at all libraries is available. Refer to questions 4, 5, 7-16 below.

#### d) NLB's mobile app

PressReader is also accessible via NLB's mobile app. Refer to questions 6-16 below.

### **3. Can I access publications such as Singapore Press Holdings (SPH) Straits Times, Business Times and Lianhe Zaobao from PressReader?**

Yes. Access to SPH's Straits Times, Business Times and Lianhe Zaobao is available onsite at NLB's libraries, such as at the library's multimedia stations and newspaper kiosks.

In addition, SPH's newspapers are available via the 3-day "Gifted Access". Pls see question 4 below.

### **4. What is "Gifted Access"?**

Users will be granted NLB's PressReader "Gifted Access" when the access is connected via Wireless@SG/SGx at the libraries, directly from the PressReader app.

With this Gifted Access activated, they will continue to be able to access and download PressReader content for an extended period after leaving the library premise.

For noting:

- There is no need to login using myLibrary ID if access to PressReader is via this method.
- Downloaded content remains accessible on the mobile app until it is deleted by the device owner.
- The default duration of the "Gifted Access" is 3 days.
- Users will not be able to access SPH's newspapers if the access to PressReader is via NLB mobile. This is even if they are at NLB's libraries and connected to NLB's Wireless@SG/SGx.

### **5. How do I access "Gifted Access"?**

Please follow the steps below:

- i. Be onsite at any of the NLB's libraries
- ii. Be connected to NLB's Wireless@SG/SGx
  - For Wireless@SG, the patron needs to login to Wireless@SG manually.
  - For Wireless@SGx, the patron is not required to re-enter their credentials on each log-in.
- iii. Install the latest version of the PressReader mobile app via Google Play or Apple App Store



- iv. Launch PressReader mobile app, enable the PressReader Hotspot setting and be granted "Gifted Access"

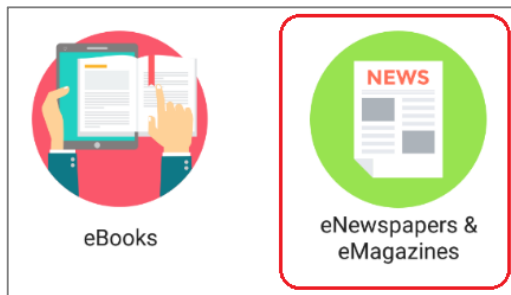
## 6. How do I access PressReader via NLB's mobile app?

Users can follow the steps below:

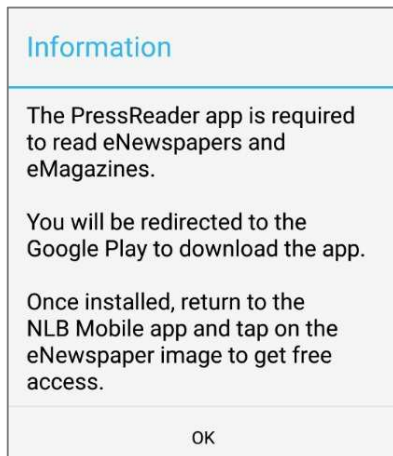
- i. Install the latest version of the NLB's mobile app via Google Play or Apple App Store



- ii. Login via NLB's myLibrary ID and Password (Note: After the first login, the app will remember the user's profile for future use).
- iii. Tap on the "eNewspapers & eMagazines" icon



- iv. Install the latest version of the PressReader mobile app via Google Play or Apple App Store when prompted with the information box below



- v. Once installed, return to the NLB mobile app and tap on the "eNewspapers & eMagazines" icon to relaunch the PressReader app via NLB mobile.

**7. What is the difference between accessing PressReader via Gifted Access and via NLB’s mobile app?**

The difference for the access granted is summarized below:

| <b>Question</b>   | <b>Method of Access</b>   |  |
|---|---|--|
|   | <b>Gifted Access<br/>(activated directly from the PressReader App while connected to NLB’s Wireless@SG/SGx)</b>   | <b>NLB Mobile App</b>  |
| <b>What is the duration of access to PressReader</b>                  | 3 days<br><br>This is the duration of “Gifted Access”.  | 1 hour<br><br>This is the duration of each session. Once the 1-hour is up, the user may reconnect by tapping “eNewspapers & eMagazines” again. |
| <b>Where can PressReader be accessed</b>                              | Access via connecting to Wireless@SG/SGx at NLB’s libraries.<br><br>Gifted Access granted via this method allows the user to access NLB’s PressReader content even after they have left the library premises, for up to 3 days. | Access is available anytime, anywhere.   |
| <b>Is a myLibrary login required</b>                                  | No  | Yes<br><br>However, after the first login, the NLB mobile app will remember the user’s myLibrary Login Credentials.                            |
| <b>Internet connection</b>  | Yes<br><br>Must be via the connection to Wireless@SG/SGX at NLB’s libraries for “Gifted Access”.  | Yes  |
|   | Downloading new issues of eNewspapers or eMagazines for offline reading require internet connection.  |  |
| <b>Do I need to enable the Hotspot setting in the PressReader app</b> | Yes<br><br>Users need to enable the Hotspot (under “Setting”) from the PressReader mobile app.  |  |
| <b>Extension of access</b>  | Visit NLB’s libraries and connect again to NLB’s Wireless@SG/SGX via the PressReader App  | Tap on eNewspapers & eMagazines icon on NLB’s mobile app   |

|  |  |  |
|--|--|--|
| <b>What apps do I need to download</b>                             | PressReader App only   | Two apps are required:<br>i) NLB Mobile App<br>ii) PressReader App |
| <b>How do I know I am accessing NLB's PressReader Subscription</b> | The green tea cup must appear.<br><br>Tap on the coffee cup to confirm that the access is provided by NLB. |  |

**8. I have activated the 3 Day Gifted Access via the PressReader App. What will happen to my PressReader 3 Day Gifted access if I then activate PressReader via NLB's mobile app?**

The "Gifted Access" granted via Press Reader App activation using NLB's Wireless@SG/SGx will be overridden by the 1 hour NLB mobile app PressReader access. Users will only be granted the "Gifted Access" again when the 1-hour NLB mobile app PressReader access is over.

**9. Can I re-authenticate for a "fresh" 3-day gifted access before the expiry of the existing 3-day session?**

No. Users can only re-authenticate the access onsite at NLB's libraries after the 3 days' session expires.

**10. Where can I get PressReader mobile app?**

Currently, this app is free for download on iOS and Android devices.

The iOS app is a universal app, designed for the multiple form factors of iOS devices. Search for 'PressReader Library' in Apple App Store. Alternatively, use the following link to locate the app.

<https://itunes.apple.com/us/app/pressreader-news-magazines/id313904711?mt=8>

The Android version of the app only works for versions of the Android OS 4.2 (HONEYCOMB) and above. Search for 'PressReader' in Google Play Store. Alternatively, use the link

<https://play.google.com/store/apps/details?id=com.newspaperdirect.pressreader.android&hl=en>.



**11. Besides iOS and Android, is the app available for other platforms?**

The app is also available for Windows devices.

Please access this link for more details.

<https://care.pressreader.com/hc/en-us/articles/204520009-Download-the-Latest-App>

**12. How do I confirm if I have connected to PressReader and am able to download free eMagazines and eNewspapers?**

To confirm whether you have connected to PressReader, check that there is a green coffee cup at the bottom right corner of the display. This green coffee cup appears when users are connected to PressReader.

This applies to both ways of accessing PressReader:

- 1) Connection to Wireless@SG/SGX at NLB's libraries; and
- 2) Access via the NLB mobile app.



Tap on the coffee cup to confirm that the access is provided by NLB.

**13. Will I incur any cost when I download eNewspapers and eMagazines from Press Reader mobile app?**

No. Users will not be charged for the eNewspapers and eMagazines provided by NLB.

**14. How many titles or issues of eNewspapers/ eMagazines I can download?**

There is no limit to the number of titles or issues that a patron can download from PressReader.

**15. Where are the eNewspapers/ eMagazines I have downloaded? I can't find them.**

Downloaded eNewspapers/eMagazines are available from the 'Downloaded' tab in the PressReader app.

**16. Do I need internet connection to access the downloaded eNewspapers/ eMagazines?**

No. Users are not required to connect to the internet as the downloaded eNewspapers/ eMagazines can be accessed offline.

**17. Why are some editions of a title not available in PressReader, and why are some titles not delivered at a consistent time?**

Title availability and delivery timing are subject to the negotiations between PressReader and publishers. Delays in delivery could be due to issues at the publisher's end eg: content not being sent on time to PressReader for processing.

**18. I am not able to use the app and I need help. What should I do?**

Please email our contact centre at [enquiry@nlb.gov.sg](mailto:enquiry@nlb.gov.sg) and provide details of the issue you face e.g. the screenshot of the issue encountered.