

## LinkedIn Learning for Library

### Frequently Asked Questions

#### 1. What is LinkedIn Learning Library?

LinkedIn Learning for Library is an online learning platform that helps users learn business, software, technology, and creative design skills to achieve personal and professional goals. Through NLB's subscription to LinkedIn Learning for Library, users will have access to a library of engaging, top-quality courses taught by recognized industry experts.



#### 2. Why is LyndaLibrary moving to LinkedIn Learning for Library?

LinkedIn acquired Lynda.com (including LyndaLibrary) in 2015 and migrated its service and content to the LinkedIn Learning platform.

#### 3. Will I still be able to access LyndaLibrary?

No, you will not be able to access LyndaLibrary from 20 May 2021. However, you may access LinkedIn Learning for Library instead. LinkedIn Learning for Library has more than twice the number of courses i.e. from 7,000+ to 16,000+ courses.

#### 4. What is the difference between LyndaLibrary and LinkedIn Learning for Library?

 Lynda.com <sup>®</sup> FROM LINKEDIN	
<ul style="list-style-type: none"><li>• 7,000+ courses</li><li>• English courses only</li></ul>	<ul style="list-style-type: none"><li>• 16,000+ courses</li><li>• English, French, German, Japanese, Spanish, Mandarin and Portuguese courses</li><li>• Updated, easier-to-use interface</li><li>• New sign-in process using your <b>myLibrary username</b> and PIN ("YYYY" of your birth year)</li></ul>

#### 5. Why is the library using my year of birth as a PIN?

The PIN provides additional verification for NLB's secured authentication with LinkedIn.

#### 6. Why am I being prompted to log in every time I want to access LinkedIn Learning for Library?

LinkedIn is taking all possible security measures to protect your account. As a result, you will automatically be logged out after 8 hours, and be prompted to sign in again when you want to access the content.

## 7. What if I have forgotten my myLibrary username and/or password?

You can recover your username/password by logging in with your SingPass/NRIC at <http://account.nlb.gov.sg/>.

## 8. Is a LinkedIn profile required to access LinkedIn Learning for Library?

No, you will only need your **myLibrary username** and PIN (“YYYY” of your birth year) to access the content. NLB has worked with LinkedIn to ensure that your learning history is migrated over to LinkedIn Learning for Library before the upgrade on 20 May 2021.

Refer to the step-by-step guide located under the Help resources on [NLB’s eResources website](#).

## 9. Does anything appear on my LinkedIn profile when I start or complete a course?

No, nothing will appear on your profile unless you proactively share an update on it.

## 10. What can I expect as a first-time user of LinkedIn Learning for Library?

Library members who are accessing LinkedIn Learning for Library for the first time will be asked to personalize your learning experience.

Refer to the step-by-step guide located under the Help resources on [NLB’s eResources website](#).

## 11. How can I access LinkedIn Learning for Library?

Library members can access LinkedIn Learning for Library via:

- (i) NLB’s eResources website (Go to <https://eresources.nlb.gov.sg/elearn>)
- (ii) NLB Mobile app (Go to <https://mobileapp.nlb.gov.sg/get-started-with/learn/>)
- (iii) LinkedIn Learning mobile app (Refer to #12 in FAQs below)
- (iv) NLB’s Corporate website (Go to <https://www.nlb.gov.sg/static/digitalresources/>)
- (v) Learning Pods @ Yishun Public Library and library@harbourfront

## 12. Where can I get the LinkedIn Learning mobile app?

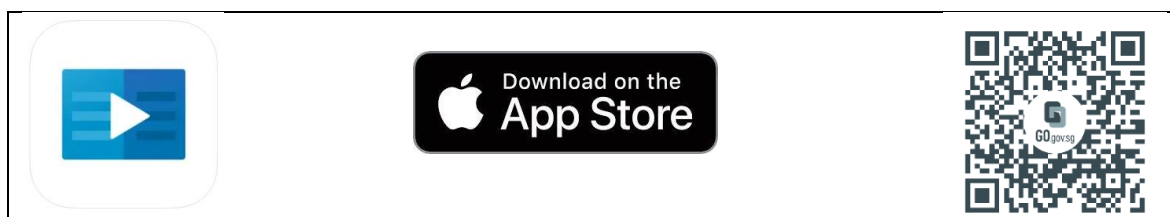
The LinkedIn Learning mobile app is free for download on iOS and Android devices.

### iOS Users

Search and download “**LinkedIn Learning**” from the Apple App Store.

Alternatively, scan the QR code or use the following link to locate the app:

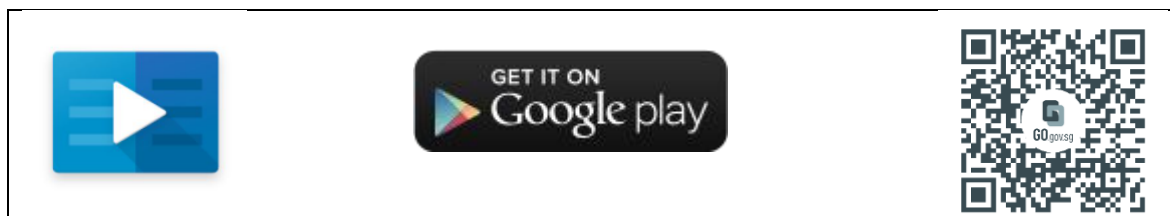
<https://apps.apple.com/sg/app/linkedin-learning/id1084807225>



## Android Users

Search and download “**LinkedIn Learning: Online Courses to Learn Skills**” in the Google Play Store. Alternatively, scan the QR code or use the following link to locate the app:

[https://play.google.com/store/apps/details?id=com.linkedin.android.learning&hl=en\\_SG&gl=SG](https://play.google.com/store/apps/details?id=com.linkedin.android.learning&hl=en_SG&gl=SG)



### 13. What are the minimum system requirements for LinkedIn Learning?

For optimal LinkedIn Learning experience, LinkedIn recommends the minimum system requirements listed below:

Platform	Compatible browser or device	Operating system
<b>Desktop</b>	LinkedIn support the current and previous two releases of the following browsers: <ul style="list-style-type: none"><li>• Microsoft Edge</li><li>• Firefox</li><li>• Safari</li><li>• Chrome</li><li>• Opera</li></ul>	-
<b>iOS app</b>	LinkedIn support the following: <ul style="list-style-type: none"><li>• iPhone 4S or later, iPod Touch 5th Gen or later</li><li>• iOS 12.0 or later</li><li>• Connection to 3G, 4G, or WiFi network</li></ul>	iOS 12.0 or later
<b>Android app</b>	LinkedIn support the following: <ul style="list-style-type: none"><li>• Android device with API version 21+</li><li>• Android Lollipop or later</li></ul>	Android 5.0 and up

For latest updates on minimum system requirements, please refer to the link below:

<https://www.linkedin.com/help/learning/answer/82289/minimum-system-requirements-for-linkedin-learning?lang=en>

### 14. Will I incur any cost when I access the courses and video tutorials on LinkedIn Learning for Library?

No. Library members will not be charged for the online training videos provided by NLB's subscription to LinkedIn Learning for Library.

**15. Is there a limit to the number of courses I can access?**

There is no limit to the number of online training courses that users can access and download from LinkedIn Learning for Library.

**16. Is there a limit to the number of concurrent access that NLB subscribed to?**

NLB's subscription is for up to 150 concurrent learner access.

**17. How do I download and view learning videos offline?**

Offline viewing is only available through the LinkedIn Learning app. Videos cannot be downloaded on desktop or laptop devices. More information is available at: <https://www.linkedin.com/help/learning/answer/71907>

**18. Can I download a certificate of completion with my name on it?**

Due to LinkedIn's continued commitment to privacy, LinkedIn does not capture any personally identifiable information from patrons. Therefore, LinkedIn is unable to include names on certificates of completion.

**19. I have a LinkedIn Learning account. Can I still enjoy NLB's subscription to LinkedIn Learning for Library to access training courses?**

Yes. All NLB library members can enjoy free access to training courses from NLB's subscription to LinkedIn Learning for Library, even if they have their own personal subscriptions to LinkedIn Learning. Users have the option to keep both accounts separate and are encouraged to "Sign out" from their personal account before accessing LinkedIn Learning for Library.

**20. I am not able to log in LinkedIn Learning for Library. 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.

More help topics are available on:

<https://www.linkedin.com/help/learning/answer/107121/linkedin-learning-for-library-patron-faq?lang=en>