

Frequently Asked Questions

General Information

1. **What subscription offerings are in Lightbox Learning?** Lightbox Learning offers 13 different subscriptions with carefully curated sets of interactive eBooks. Classroom titles are available in the K–2 Nonfiction, 3–5 Nonfiction, 6–8 Nonfiction, 9–12 Nonfiction, K–5 Spanish, K–3 Guided Reading, K–5 Accelerated Reader, and K–2 World Languages subscriptions. Library titles are available in the K–2 AV2 Nonfiction, K–5 AV2 Nonfiction, 3–8 AV2 Nonfiction, K–5 AV2 Fiction, and K–2 EyeDiscover subscriptions. Any combination of these subscriptions can be purchased.
2. **How often are new titles added?** New titles are added frequently throughout your subscription term at no additional cost.
3. **Are print components available?** Yes. Every digital title in your subscription is also available as a hardcover book. These hardcover books are media enhanced. They have a book code on page 2 that unlocks an interactive eBook. For any questions on metadata, catalogs, or pricing, please contact us at orders@openlightbox.com.
4. **How much do Lightbox Learning subscriptions cost?** Pricing for each individual subscription is available on the Lightbox Learning website. However, pricing varies depending on the type of subscription, how many libraries you will be using it in, and how many different subscriptions you order. For multi-library and multi-district pricing, or for special circumstances, please contact us at orders@openlightbox.com so that we can provide a tailored quote.
5. **What are the benefits of being a subscriber?** As a Lightbox Learning subscriber, you receive a vast collection of titles at one low price. You also automatically gain access to the new titles that are added to your subscription throughout the year. All of these titles are provided at no additional cost. Lightbox Learning’s multi-user subscriptions can be accessed anywhere on any device, and are easily integrated into any LMS or circulation system. Subscribers also receive special discounts on our hardcover titles. For more information, contact us at orders@openlightbox.com.

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6. **How recent are the copyright dates?** Our subscriptions have new titles released in them every year to ensure that you always have the most recent content and copyright material available. Please contact us if you would like a detailed list and the metadata of the titles that are in your subscription.

Using Your Subscription

7. **How does the subscription work?** You will receive a unique link (URL) from Lightbox Learning that provides anyone from your library with full, unlimited access to your subscription. The subscription can be accessed at home, at the library, or anywhere that patrons have a device and internet access.
8. **Is there a way to configure Lightbox Learning so that patrons do not require a username and password?** The link (URL) that you receive with your subscription allows patrons to log in without a username or password. Digital MARC records are also available to allow your patrons to log in with your Library Automation System.
9. **Where should I post the Lightbox Learning subscription link (URL) for my library?** You can post your subscription link (URL) in your LMS (such as Google Classroom, Canvas, etc.), on your library's website, in your Library Management System, or in any other digital system that your library uses to manage subscriptions.
10. **Do I receive usage reports?** Yes, you will receive usage reports from subscriptions@openlightbox.com every month. The reports are sent to the email address that you registered when you purchased your subscription. Please whitelist this address in your email, or check your spam to make sure that you receive the initial email and your monthly usage reports. If you would like additional individuals to receive the usage reports, please contact us at subscriptions@openlightbox.com.

Ways to Access Your Titles

11. **How can my patrons access Lightbox Learning at home?** Patrons can access Lightbox Learning through a subscription link (URL) or through their library's Library Automation System.

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12. **Does every patron need his or her own login?** No. Patrons only need the shared direct link (URL) or subscription login that is provided to their library by physical location.
13. **If I sign up for multiple subscriptions, can they merge into one login?** Yes.

Purchasing and Discounts

14. **How are Lightbox Learning subscriptions sold?** Lightbox Learning subscriptions are sold on a per-library unlimited license. Each individual library using Lightbox Learning requires a subscription. It is not based on a per-user cost. You can purchase 1-year or 3-year subscriptions that start from the time you receive your subscription link (URL).
15. **When I purchase my subscription, what is the onboarding process like?** After we receive your order, we can have you up and running within two business days. We will send you an email with your access link (URL) from subscriptions@openlightbox.com. Please whitelist this address in your email.
16. **Are there multi-subscription discounts?** Yes. Contact us at orders@openlightbox.com for details.
17. **Are there multi-library and district discounts?** Yes. Contact us at orders@openlightbox.com for details.
18. **What is the subscription renewal process?** You will be contacted prior to your renewal date asking for your authorization to renew your subscription. Your subscription will then be automatically renewed on its renewal date.
19. **Can I purchase a subscription now, but activate it at a later date?** Yes, we are flexible and will work with your timeline. Please contact us at subscriptions@openlightbox.com if you would like to change the start date of your subscription and/or your renewal date.
20. **Does my subscription come with digital MARC records?** Yes. You can add all of the digital MARC records for your subscription to your order for \$50.

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Technical Requirements

21. **Is Lightbox Learning compatible with single sign-on?** Yes.
22. **Are there any special software requirements?** Lightbox Learning will run on any modern web browser or operating system.
23. **What devices will Lightbox Learning run on?** Lightbox Learning can be used on any modern tablets, computers, or other mobile devices, including iPads, Chromebooks, Smartboards, large screen smartphones, Android devices, and many others.
24. **Is there a limit to the number of titles that can be accessed by patrons at the same time?** There are no limits on the number of Lightbox Learning titles that can be accessed by patrons simultaneously within an individual public library. Lightbox Learning subscriptions support unlimited multi-user access for all digital content.
25. **What Learning Management Systems (LMS) does Lightbox Learning support?** Lightbox Learning is compatible with most modern LMS platforms, including Google Classroom, Edmodo, Canvas, ITS Learning, D2L, Blackboard, Moodle, Schoology, Office 365, and Microsoft Teams.
26. **What Library Automation Systems does Lightbox Learning support?** Lightbox Learning is compatible with most modern Library Automation Systems, including Follett Destiny, MackinVIA, Mandarin, Alexandria, Opal, and D2L.

Teaching Resources

27. **What digital resources are included with Lightbox Learning subscriptions?** Lightbox Learning provides curated digital resources such as videos, weblinks, infographics, content chunking, Google Maps, slideshows, activities, quizzes, first-hand experiences, audio, and read-alouds, and more, all based on curriculum.

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28. **Can staff members access quiz results and be notified when a child takes a quiz?** No, but all quizzes can be filled out electronically and emailed. They can be downloaded and printed as well.
29. **Do the online quizzes included with the titles come with answer keys?** Lightbox Learning will provide answer keys for online quizzes upon request. Contact us at subscriptions@openlightbox.com.
30. **How does Lightbox Learning work with national and state curriculum standards?** Lightbox Learning Classroom titles align to rigorous national and state standards. You can download these standards from the Subscriber Resources page on this website. The files are available under the Curriculum Correlations section.
31. **Are there teaching resources available for Lightbox Learning titles?** Yes. Lightbox Learning provides curriculum correlation documents for staff to quickly determine how content relates to curriculum. Curriculum guides are available for all Classroom titles in the K–2 Nonfiction, 3–5 Nonfiction, 6–8 Nonfiction, and 9–12 Nonfiction subscriptions. Each title in the 9–12 Nonfiction subscription also includes rubrics and a teaching guide. Additionally, titles in the K–3 Guided Reading subscription come with teaching resources specific to the guided reading program.
32. **Does Lightbox Learning come with AR reading quizzes?** Yes. A vast selection of Lightbox Learning titles in each subscription come with AR quizzes, and the K–5 Accelerated Reader subscription comprises all titles across Lightbox Learning subscriptions that have AR quizzes.

Professional Development

33. **Do you provide professional development?** Yes. Lightbox Learning provides live professional development webinars that give accreditation. There are also pre-recorded webinars that can be viewed at any time by going to the Subscriber Resources page on this website and navigating to the Webinars section. Please contact us at support@openlightbox.com if you would like to arrange a personalized professional development session at no cost.

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Free Trial

34. **Can I get a free trial?** Yes. Go to www.openlightbox.com/trial

Support

35. **Who will provide IT support for changed/new passwords?** Lightbox Learning Inc. will provide support for changed/new passwords.
36. **How do I get answers to support questions?** Email support@openlightbox.com, go to our website at www.openlightbox.com, or call us at 866-649-3445.
37. **How can I track usage data with Lightbox Learning?** You can submit a request to support@openlightbox.com and you will receive a spreadsheet with your usage data.