

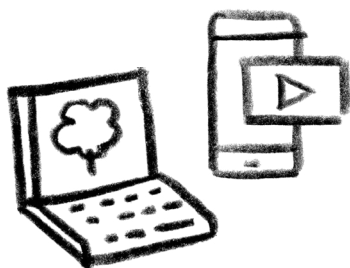


Welcome to StoryBoxHub

A guide
for library
staff

This guide is designed to help library staff confidently support patrons using StoryBox - particularly when helping someone log in or get started.

StoryBox is a digital storytelling platform used by children and families at home and in libraries. It features high-quality story videos, creative tutorials, and educational resources that support literacy, imagination, and a love of stories.



Patrons can access StoryBox:

- * In the library
- * At home
- * On any device (computer, tablet, or phone)



What Library Staff need to know at a glance

- Patrons will need their library card to log in and will be asked either for their existing library catalogue PIN/password OR to generate a StoryBox password
- Login works on both the website and the app

If a patron needs help - StoryBox can help! Call: 03 5460 1602
or Email: libraries@storyboxhub.com

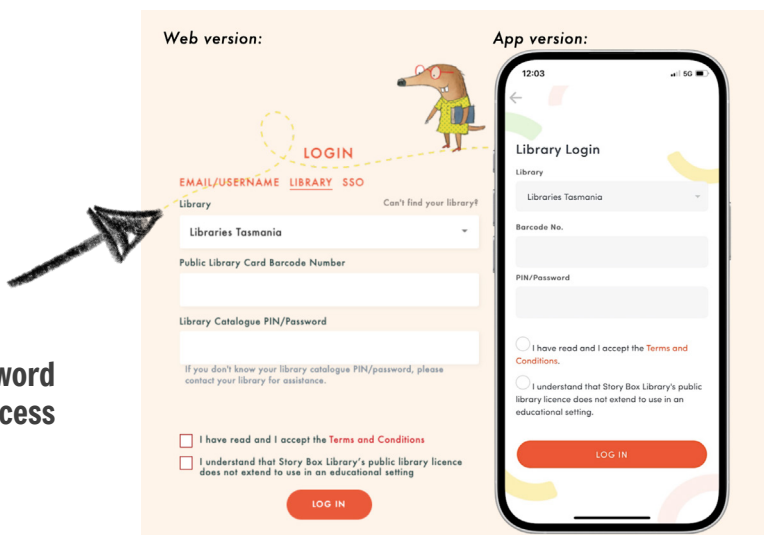


Information for Library Patron Login

Patrons can create a free account to use the StoryBox app and website for personal use with their library card number.

The way they log in varies depending on how your library's account is set up:

1. Choose the "Library" option on our website's login page or tap "Log in with library access" in the app.
2. Find your public library or local council in the dropdown menu.
3. If you see both barcode and PIN/password fields, enter the same details used to access library catalogue.

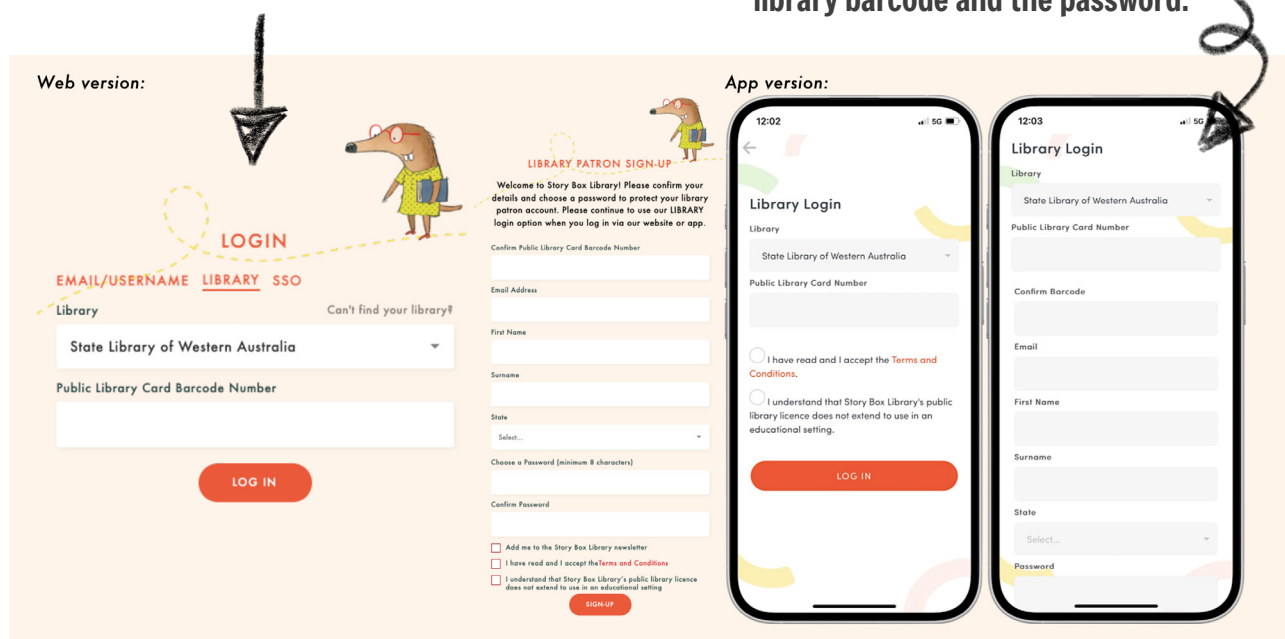


Only a barcode field?

1. Enter the library barcode number.
2. Click log in.
3. Register details on the next page.



NOTE: Patrons will only need to register once - the next time they log in, they'll only need to enter their library barcode and the password.



Once logged in, patrons can access stories via website or app, create personalised playlists and select their own account preferences.

If you need help with patron log in, please contact us.

Account Holder (Library Contact)

Each library has an Account Holder who is the main contact for the StoryBox subscription. This is usually a coordinator or library manager.

The Account Holder:

- Receives subscription and billing communication
- Can view usage statistics
- Can update contact information
- Note: Front-of-desk staff generally don't need to manage these settings.

Important Reassurance for Staff

Libraries may use different technical login methods behind the scenes, but the patron experience remains the same except for the initial log in steps.

From a staff perspective:

- You do not need to know which authentication method your library uses
- You can always explain login in the same simple way
- If something doesn't work as expected, StoryBox can assist directly.

Need help? If a patron is having trouble logging in, or if staff have questions, contact the StoryBox team for support.

For IT or Library Systems Teams



The following patron authentication options are available:

- **SpydusAPI (LCF)**

Set up instructions:

crm.storyboxhub.com/help-centre/spydusapi-lcf

- **SIP2 (Stunnel/TLS also available)**

Set up instructions:

crm.storyboxhub.com/help-centre/sip2

- **Barcode Range**

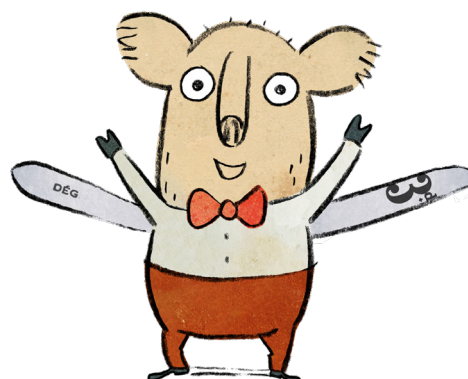
If your library can't use either of the above options you can let us know your library's barcode range, however this will result in patrons needing to remember an additional password to access StoryBox and you will need to keep us updated when your barcode ranges change. Contact support@storyboxhub.com to update.

We can generate a custom login link for your library, so patrons are taken directly to the StoryBox login page with your library name pre-selected. Ideal for embedding on your website or sharing on social media.

[Email us to request your personalised link or learn how to generate one.](#)



If you need help with or further information about any of these settings, please contact us.



Key features of your subscription

Below is a list of our key, and most-commonly used features. The links below will take you to our website with instructions on how to use each feature.



Closed captions:

How do I turn on captions?

crm.storyboxhub.com/help-centre/closed-captions



Playlists:

How do I use playlists?

crm.storyboxhub.com/help-centre/playlists



Downloadable App:

How do I download the StoryBox app?

crm.storyboxhub.com/help-centre/app



Auslan Series:

Searching for titles in our Auslan series

Click on the link below and use the options on the left-hand side to search for stories via filters including age group, length or theme.

[StoryBox Hub | Search Results](#)



Read-Along Series:

Explore our Read-Along stories

storyboxhub.com/stories/results?&series=read-along



Short films:

How do I access short films?

storyboxhub.com/short-films



Airplay and casting:

How do I Airplay or cast StoryBox stories to my TV?

crm.storyboxhub.com/help-centre/airplay-and-casting

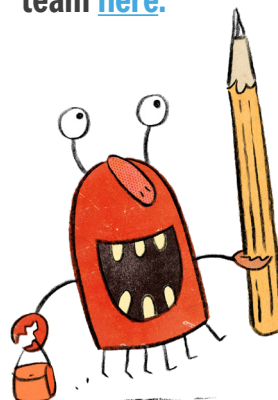
Key features only available to the Account Holder

For privacy and security reasons there are some features that are only available to the Account Holder, these are listed below:

- * How do I access viewing statistics?
crm.storyboxhub.com/help-centre/usage-statistics
- * How do I hide stories?
crm.storyboxhub.com/help-centre/hide-videos
- * How do I find Resources?
crm.storyboxhub.com/help-centre/graphic-organiser-and-thinking-tool-resources
- * How do I find Story Tools?
storyboxhub.com/lessons



If you need further assistance, contact our technical support team [here](#).



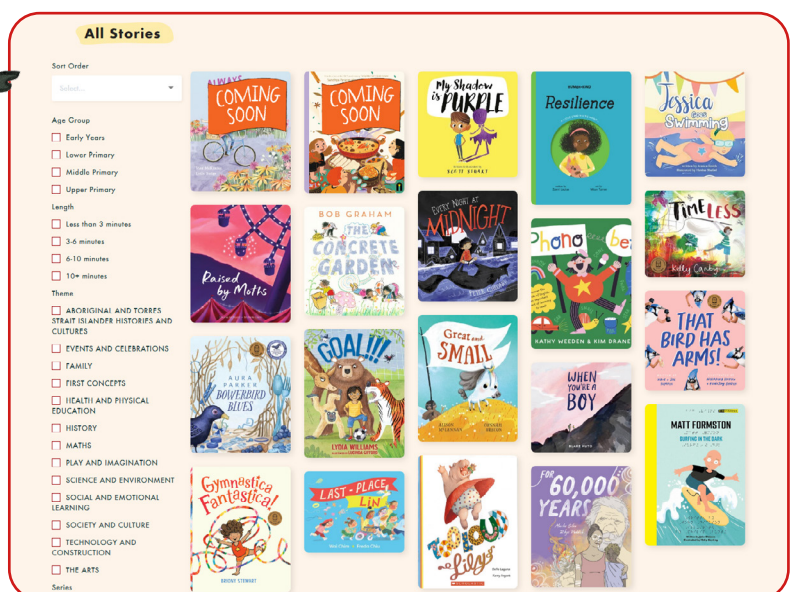
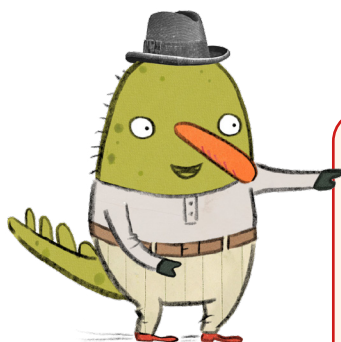
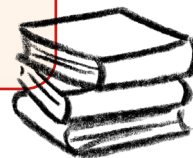
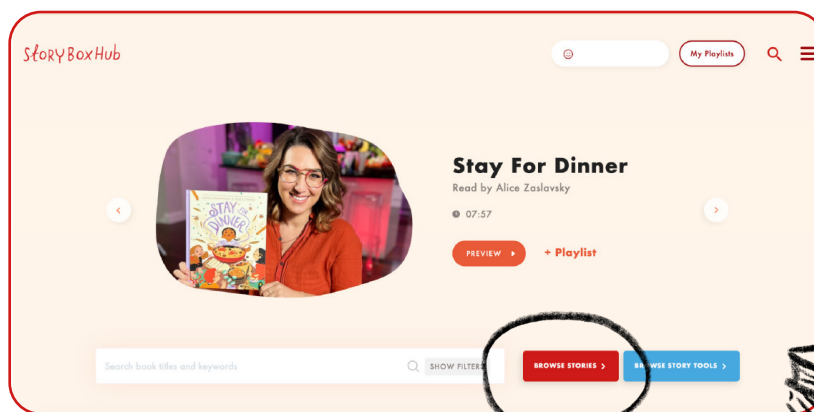
Accessing Content

Your subscription gives you access to StoryBox Library, Story Tools and our Resource Hub. To access these areas, refer to the below:

To access StoryBox Library:



1. Account Holder's use their Account Holder credentials (email and password) to access stories. Library staff and patrons use their library barcode to log in.
2. Once logged Select the **Browse Stories** tab (in red).

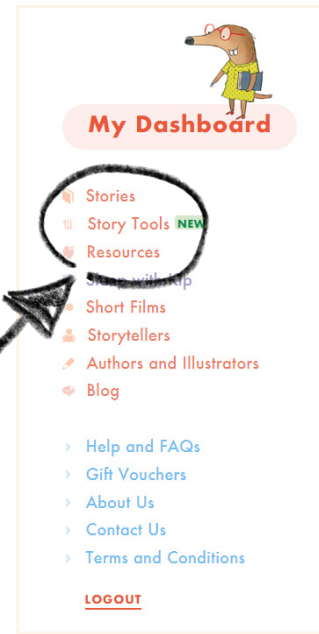
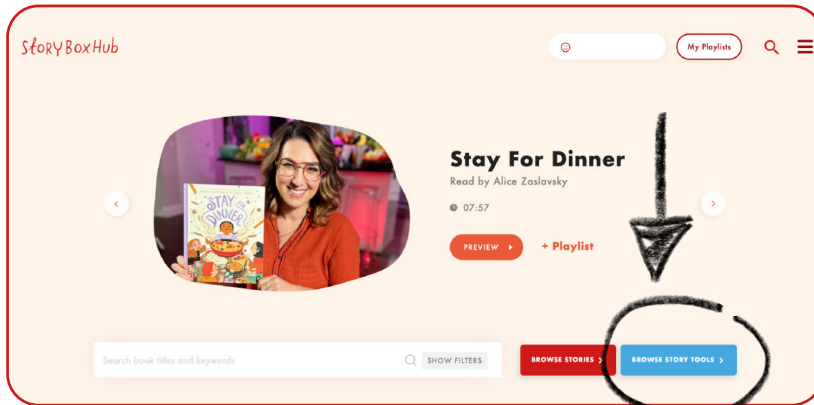


This page will appear and you can now search and explore your favourite reads by filters including: age group, story length, theme, series, author/illustrator, storyteller, awards, reading challenges and publisher.

To access Story Tools (only available to Account Holders):



1. Sign in using your Account Holder credentials.
2. Select the **Browse Story Tools** tab (in blue) to start using.



You can also access Story Tools by using your dashboard on the right-hand side (under Edna!) and selecting Story Tools.

A closer look at Story Tools and the dashboard

After you select Story Tools, a homepage will appear (similar to the one below).

You can search lessons via:

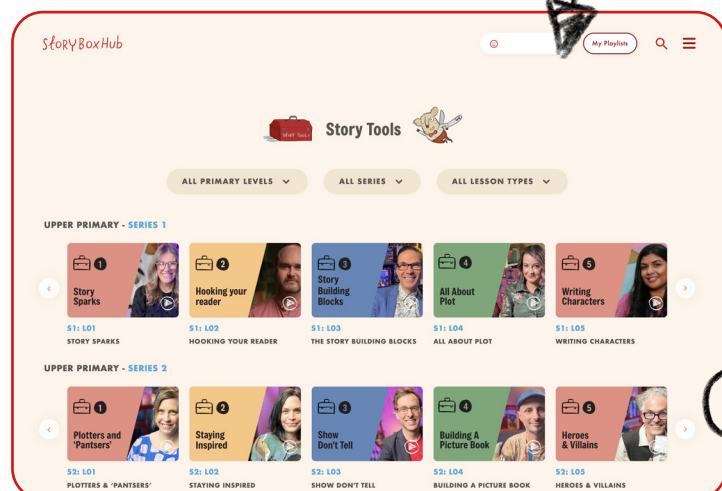
- Primary Level
- Series
- Lesson Type



NOTE:

If you are a **Value subscriber**, you will see 1 lesson available to use. You can, however, preview all other lessons.

If you are a **Premium Subscriber**, you will see all 36 lesson plans in full!



What's in a Story Tools lesson plan?

Click on a lesson plan to access the full suite of materials.

The screenshot shows a lesson plan page for 'Hooking your reader' (Lesson 02) in the 'UPPER PRIMARY' series. The page is annotated with several callout boxes:

- View the lesson description:** Points to the main video player area.
- Read about the featured creators:** Points to the 'CREATORS' sidebar section.
- Access all resources including the Library Resource Pack, activities, supplementary material and additional activities:** Points to the 'RESOURCES' sidebar section.
- Access learning intentions, discussion questions and curriculum links:** Points to the 'LEARNING INTENTIONS', 'DISCUSSION QUESTIONS', and 'CURRICULUM LINKS' sections.
- Select related lessons:** Points to the 'Related Lessons' carousel.
- This will take you to our StoryBox Library content:** Points to the 'Related Stories' section.

Additional callouts include a pencil icon, a lightbulb icon, a document icon, a magnifying glass icon, and a star icon.

To access our Resources Hub:

1. Sign in to StoryBox Hub and access your dashboard on the right-hand side.
2. Select **Resources**.
3. You are now in the Resource Hub and can view:

- Activity Time
- Resource Collections
- Professional Developments / Events
- Promotional Materials

My Dashboard

- Stories
- Story Tools **NEW**
- Resources**
- Sleep with Kip
- Short Films
- Storytellers
- Authors and Illustrators
- Blog

- Help and FAQs
- Gift Vouchers
- About Us
- Contact Us
- Terms and Conditions

LOGOUT

STORYBOX LIBRARY ACTIVITY TIME: STAY FOR DINNER
Hands-on and engaging learning experiences for younger learners

Activity Time

Stay For Dinner
Hands-on and engaging learning experiences for younger learners

Every Night at Midnight
Hands-on and engaging learning experiences for younger learners

STORYBOX LIBRARY ACTIVITY TIME: FOOTPRINT
Hands-on and engaging learning experiences for younger learners

Activity Time

Footprint
Hands-on and engaging learning experiences for younger learners

Create a nature journal
Hands-on and engaging learning experiences for younger learners

To search Activity Time via the Activity Type:

To search Activity Time via Activity Type, follow the below steps:

1. Sign in to StoryBox Hub and access your dashboard on the right-hand side.
2. Select **Resources** from the dashboard (right-hand side).

3. Select **Activity Time** from the icons that appear.

4. The page will appear with search filters.

My Dashboard

- Stories
- Story Tools **NEW**
- Resources**
- Sleep with Kip
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LOGOUT

Resources / Activity Time

Fun and engaging story-related learning experiences designed for younger learners.

Activity Time

Fun and engaging story-related learning experiences designed for younger learners.

Classroom Ideas
Practical classroom ideas to explore themes and elements in the story further with lower, middle and upper primary students.

Units of Work
Comprehensive thematic lessons linked to the Australian curriculum for lower, middle and upper primary students.

Story Response Templates
Over 30 versatile templates to support students with analysing and responding to texts in creative ways.

Professional Development / Events
To support educators, libraries and families, Story Box Library's online webinars and events cover a range of topics including digital literacy, literature, storytelling and more.

Promotional Materials
Downloadable resources for promoting Story Box Library in your community.

Resources / Activity Time

Fun and engaging story-related learning experiences designed for younger learners.

Activity Time

Fun and engaging story-related learning experiences designed for younger learners.

Browse by activity type

Art/Creativity	Community	Craft	Digital	Experiment/Explore	Food/Baking
Mindfulness/Wellbeing	Music	Nature/Outdoor	Play	Sport/Movement	Writing

Frequently Asked Questions

Explore some FAQs below or contact us directly for support.

How to change my password:

crm.storyboxhub.com/help-centre/change-password

How to change playback speed:

crm.storyboxhub.com/help-centre/vary-playback-speed

Troubleshooting tips:

crm.storyboxhub.com/help-centre/library-patron-error-messages

Patron authentication options:

crm.storyboxhub.com/help-centre/library-patron-auth

How do I change my Library's name?:

crm.storyboxhub.com/help-centre/library-name-login-page

How do I fix a patron's login error message?:

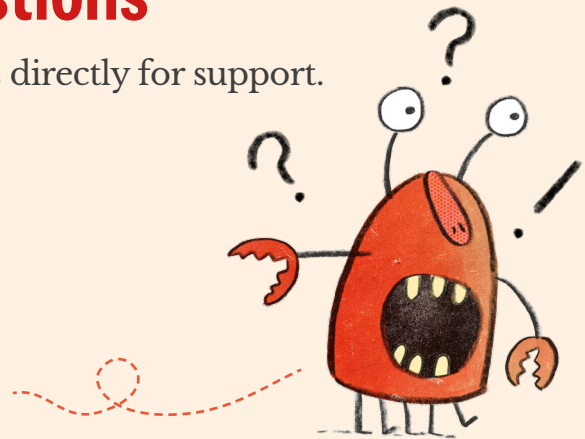
crm.storyboxhub.com/help-centre/sbl-library-events

How do I use SB content for library events?:

crm.storyboxhub.com/help-centre/sbl-library-events

How do I contact the Support Team?:

crm.storyboxhub.com/help-centre/kb-tickets/new



Support with StoryBox

We're here to assist and support you every step of your StoryBox journey. Here's some of the ways we can help:

- Request promotional materials to distribute to patrons
- Include our Stories, Short Films and Activity Time in your programs
- Create themed playlists to run on a loop in your library
- Use StoryBox screening in-library or for a special library event
- Use Story Tools for writers' workshops
- Create eye-catching displays to connect your shelved collection with our digital stories



See over for helpful hints on how you can promote StoryBox in your Library

For more information contact us at: libraries@storyboxhub.com

StoryBox: User guide for Library Staff

Public
libraries
+ StoryBox =
A Perfect
Partnership!



Promoting StoryBox in your Library!

Use our handy hints below to connect, engage, inspire and educate your library community with StoryBox!



Spreading the love!

Link your website to ours from as many pages as possible. You could link us on your:

- Home page
- Kids' page
- Learning or literacy page
- eResources, digital resources, eBooks and audio page

Promoting StoryBox

When describing StoryBox on your websites and in promotional materials, we find the following descriptions work best:

Short version:

The best place to watch and enjoy celebrated stories read aloud by our favourite storytellers. With StoryBox, it's storytime, anytime!

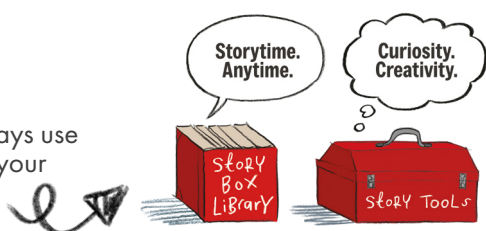
Long version:

Inspire a lifelong love of reading with StoryBox Hub! This engaging platform, tailored for children from the early years to upper primary, showcases a delightful array of stories crafted by talented local authors and illustrators. Each story is brought to life by expressive, predominantly Australian storytellers, turning every read-aloud session into a captivating adventure.

Enjoy stories that are a little bit cheeky, a little bit charming and a whole lot of fun!



Please, always use this logo in your promotions.



Resources to boost community engagement

We make promoting StoryBox at your public library easy with these downloadable resources:

Shelf talkers: Add to your library shelves to remind patrons about StoryBox.

Social media tiles: These ready-to-go social media tiles are a great way to engage your online community.

Storyteller images: Download our storyteller and book images for use in your digital communications.

App flyer: Share this app flyer in your next newsletter, encouraging patrons to access at-home access via the StoryBox app.

Printable A3 poster: Our A3 poster is the perfect addition to your library space.

Printable Fridge Card and Bookmarks: These printables are a lovely take home gift for your patrons and the perfect way to remind them about StoryBox.

Postcards: These postcards are perfect to print and display in your library's children's section, at check-out kiosks or information desks to encourage engagement with StoryBox.

Printed Resources: Order free printed Postcards / Posters and Shelf-Talkers for your library.

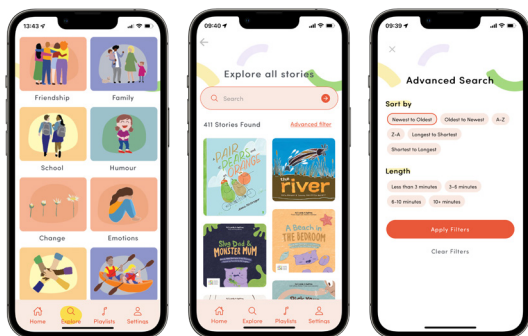
[Plus lots more available here.](#)



Available in multiple languages!

It's Storytime. Anytime, Anywhere!

Enjoying and sharing stories within your community is now easier than ever.



Download the StoryBox App Today!



Free to download onto Apple and Android devices, your StoryBox app makes digital learning accessible anytime, anywhere!



Staying up to date

Keep updated with our latest releases, articles and all things StoryBox by following us on:



Keeping your community engaged with StoryBox!

Stay up to date on new story releases and upcoming events!

[Sign up to our Library-specific newsletter here.](#)



Contact Us

We're committed to delivering a positive experience to our users by delivering high-quality, fun and educational digital content designed to enhance language and literacy skills through storytelling and creativity. We hope this User Guide has covered your questions and helps you navigate the features and functions of StoryBox.

[For further technical support or guidance, please contact our team here.](#)



storyboxhub.com



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