

FREEGAL Music Service FAQ*

What is FREEGAL?

Freegal® is a free music service from your library. Freegal offers access to about 8 million songs, including Sony Music's catalog of legendary artists, and over 15,000 music videos. In total the collection is comprised of music from over 28,000 labels with music that originates in over 100 countries. There is no software to download, and there are no digital rights management (DRM) restrictions. Access to Freegal is limited to patrons of subscribing libraries.

How do I get to the FREEGAL website?

From the Library website, click on the link to **Music & Freegal Online Music > FREEGAL**

How do I log into FREEGAL?

Your login is your library card number and a PIN (your last name UPPER CASE)—just the same as for your library account.

How does FREEGAL work?

A download usage counter is located in the upper right corner of freegalmusic.com displaying your weekly allotment of 5 downloads per week. For instance, 1/5 means that you have a weekly limit of 5 downloads, and you have used 1 of those downloads. The download counter resets each week at Monday 12:01 AM (Eastern Time, USA).

The site is set up to browse or search for your favorite music or artist. You will see some of the most popular music on Freegal for your country on the Home page. You can use the navigation bar toward the top of the page to view different pages, such as Most Popular in your library or country, or the New Releases. You can also use this bar to navigate to the Genres page where you can scroll through all of the genres and artists on the Freegal site. Additionally, you can use the search bar at the very top of the page to search for artists, albums, songs, or a combination (such as "bruce springsteen high hopes").

How does Streaming work?

In addition to the weekly *download* allotment, and patrons also have a DAILY streaming allotment of 3 hours. The download counter and the streaming time remaining are at the top of the page once you login.

What's the difference between Streaming and Downloading?

Downloading is capturing and keeping the file on a permanent basis. Streaming is accessing the file on a temporary basis, while being connected to the internet. Streaming gives you access to more music. Your daily streaming limit is posted in the upper-right corner of the home page.

Freegal doesn't have music of the singer I am looking for? How can I find similar music by other artists?

Try out the online tool music-map.com. Search for the singer, and music-map.com will display artists whose music you might also like.

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Can I use Freegal on my smartphone?

Yes. If you have an Apple device (iPhone/iPad/iTouch), you will be able to download the Freegal App by doing a search for “Freegal Music” in the App Store.

If you have an Android phone or tablet, you will be able to search for “Freegal Music” in the Google Play store. As a precaution, while many Android devices successfully run the Freegal Music app, not all Android devices are compatible.

Barnes & Noble tablet devices are not compatible with the Freegal Music app. For information on how to install the app on a Kindle Fire, please see the question “Is there an app for the Kindle Fire?”