

Freegal

Frequently Asked Questions (FAQ's)

1. What is Freegal?

Freegal is a free music streaming and downloading service. Freegal currently offers access to approx. 7 million songs and in total the collection is comprised of music from over 28,000 labels with music that originates in over 80 countries. There is no software to download if listening on a PC/Mac however access to Freegal is limited to patrons with a valid library card and PIN.

2. What's the difference between streaming and downloading?

Streaming is like listening to the radio – you can play songs while connected to the internet, but you don't get to keep a copy of the songs.

Note: streaming is not available on all songs.

Downloading a song takes a copy from Freegal and puts it on your computer or mobile device.

3. How much music can I stream/download?

Streaming allowance: 5 hours per day
Download allowance: 3 tracks per week

A download usage counter is located in the upper right corner of the Freegal site displaying your weekly allotment. For example, 1/3 means that you have a weekly limit of 3 downloads, and you have used 1 of those downloads. The download counter resets on Monday each week at 12:01 AM.

4. What format are the files in?

All songs are in MP3 format. Videos are in MP4.

5. Can I keep tracks I have downloaded?

Yes, songs are yours to keep. As there are no digital rights management (DRM) restrictions, you can play, move or copy, the songs you have downloaded as much as you like.

6. Can I listen to Freegal on my mobile device?

Yes. To enjoy the Freegal collection on your device, download the free Freegal app from your device app store. The Freegal app is currently available for both [Apple](#) and [Android](#) devices.

For further help and support

- View user guides on our [website](#)
- View more FAQ's on the [Freegal website](#)
- [Contact](#) your local Library branch to arrange some personal assistance