

FAQs for Freegal

What is freegal?

Freegal is a downloadable music service from your library which provides music from the Sony Entertainment catalog. All you need is your library card number. Access to Freegal is limited to patrons holding a library card issued by the Crandall Public Library in good standing (fines of less than \$5).

Is there Digital Rights Management (DRM) on the music files?

No. These files are downloaded as MP3 files which are compatible with any MP3 Player or device. You can transfer the music to any computer, MP3 player or even burn it to a CD. Copyright laws apply for all music downloaded.

Are the songs really free?

This service is underwritten by the Crandall Public Library. The music is free in the sense that most things in the library are free to you as a patron of the library.

How much music is on Freegal Music's website?

It changes daily, but there are thousands of artists, tens of thousands of albums, and hundreds of thousands of songs from Sony Music Entertainment. You can read more about Sony's artists at www.sonymusic.com.

How many songs can I download?

Each library cardholder is allowed to download 3 songs per week. A week begins at 12:01am Monday morning.

Can I download a whole album?

Songs are available on an individual basis only. You can choose, over time, to download all the songs on an album.

How do I know how many songs I've downloaded this week?

You can find your number of downloads for the week listed as "Weekly Downloads" at the top of the page when you login to your Freegal account.

Does download manager software need to be installed on my computer?

No. A browser is all you need to download music.

How do I download a song?

When you've found the song you want, click on the "Download Now" link next to the chosen song. At the prompt, select "Save" and choose where you want to save the song.

What is the song clip?

The song clip is a randomly chosen 30-second clip of a song, so you can decide whether or not you want to download it.

Why does the counter say I've downloaded 3 songs when I'm sure I haven't?

You may have started a download then changed your mind and canceled it. Once you click the "download now" button, it can't be reversed. It will count towards your download limit even if you cancel or choose "play" instead of "download." To avoid this, please use the song clips to ensure you are downloading a song you want in your music library. We cannot credit a download.

When does the counter reset to 0?

A week begins at 12:01 am on Monday morning.

What is "Recent Downloads?" OR My song didn't download completely or only the first few seconds of my song plays. What do I do?

Once in a while, your Internet connection may be interrupted or time out and you might experience an incomplete or problem download. Freegal Music allows you to download previously downloaded songs again, without using up one of your weekly downloads.

"Recent Downloads," found at the top right corner, shows the songs that you have downloaded in the past. Here you have the ability to re-download a previously downloaded song up to two more times within 2 weeks from the original download for reinstall purposes, in case your connection timed out. Once you have downloaded a song twice from the Recent Downloads page, the song titles disappear from your list because they are no longer available to you.

Will the songs downloaded work on the iPod or iPad? How do I get the songs into iTunes?

Yes. The easiest thing to do is to download the files to your desktop or your music folder. Import the song into iTunes by either dragging the song into the window or importing it from the menu. The song is now added into your library. Next time you synch up, you will see that song in your music library.

I log in to Freegal and then I get either the About page or the error "You are not authorized to view this site."

First, restart your browser and try again. If this doesn't work, there may be a setting on your computer preventing you from logging into Freegal.

- Try clearing your browser history and deleting your browser cookies. How to do this varies from browser to browser. In Internet Explorer, look for the delete button under browsing history under Tools->Internet Option menus. In Firefox, select "Clear Recent History" under the Tools menu.
- If you are using Internet Explorer 7 or 8, you may need to adjust how your browser treats temporary internet files. You can get to this option by following these steps:
 - Open Internet Explorer
 - Click on the Tool menu
 - Select "Internet Options"
 - In the General tab section, in the "Browsing history" area, click on the Settings button
 - In the "Temporary Internet Files and History Settings" dialog box, select the option for "Every time I visit the webpage" (by default "Automatically" is selected)
 - Click the OK button
 - Click the Apply button
 - Click OK
 - Close Internet Explorer and then re-open it and try accessing Freegal Music again: <http://freegal.sals.edu>.
- It's possible there's a conflict with any antivirus or firewall settings you have on your computer. If you are comfortable doing it, please try turning off your antivirus and/or firewall settings and try accessing Freegal again (beginning with the Freegal login page found here: <http://freegal.sals.edu>).
- This may also happen if another household member is not using the "Logout" link when done with the Freegal Music site (or if you are using Freegal Music on two different computers). Simply closing the browser does not clear a user's session from Freegal Music. To resolve this issue, try having the other person in the household use the "Logout" link in Freegal Music and then try accessing the site. You may need to clear your browser initially.

When I enter my library card number I get the message, "Outstanding charges must be less than \$5.00 to use Freegal."

For questions about charges on your account, please call the library at 518.792.6508 x2 and ask for Renewals and Circulation.

[Many thanks to the Clifton Park-Halfmoon Public Library from whose website we adapted these Frequently Asked Questions.]