MARK TWAIN LIBRARY

What is Freegal and who can use the Service?

Freegal is a downloadable music service at the Mark Twain Library. All you need is your library card number and PIN.   With access to the Sony Music Entertainment catalog, it offers hundreds of thousands of songs, over 100 genres of music, and more than 50 record labels, all without having to download software or have any digital rights management (DRM) issues to deal with. Access to Freegal is limited to Mark Twain Library cardholders.

Frequently Asked Questions

What is my PIN?

If you have not already changed your PIN, it will be the last 4 digits of the phone number in your account. Having trouble? Please ask Library staff to reset your PIN. You can then change your PIN to a 4 digit number of your choosing.

How much music is on Freegal website?

It changes daily. But it's safe to say that there are thousands of artists, tens of thousands of albums, and hundreds of thousands of songs. The Freegal Music website has over 100 genres of music and is rich in many of them. The content is based upon an agreement with Sony Music Entertainment, owner of many different music labels.

How does Freegal work?

A download usage counter is located in the upper right of the Freegal homepage. Your weekly allotment is 5 songs. For instance, 1/5 means that you have a weekly limit of 5 downloads, and you have used 1 of those downloads. Each Monday your download usage is reset to zero.

The site is set up to browse or search for your favorite music or artist. You can use the navigation at the top of the page to browse by keyword, genre, featured artist or newly added artist; or you can simply use our advanced search page. Freegal also offers an easy to use A-Z quick find. The Freegal site is frequently updated with browsing improvements.

Are the songs really free?

Freegal and the music you download are free in the sense that most things in your library are free to you as a patron of the library. The service is provided by a private donation.

Why are there limits on the amount of downloads I can make? What does "limit exceeded" mean?

The limit is set so that a maximum number of library users may have equal access to the songs in the Freegal Music Service. The "limit exceeded" appears when you have used all of their downloads for the week.

How does Freegal work with iTunes?

We recommend that users download songs to their PC and synch to their mobile device, as they will have the advantage of having a copy of their music on their computer's memory. For Apple product users, this is necessary as they require the use of iTunes to download music due to Apple restrictions. To get music on the iPhone, iTouch or iPad:

· Download Freegal files to your computer desktop by doing the following:

1. Press "download now"

2. Press "save".

3. Important – **directly download to your desktop**.

4. Next import the file into iTunes and the following is the easiest way:

>   Open iTunes then drag the file from the desktop to the open application. The next time you synch your device the Freegal file will be both on their "home base" computer and their mobile device.

Is there a Freegal app for my Apple or Android device?

Yes. The Freegal App is designed to find libraries that have the Freegal Music Service, to store your login information, to search and browse the Freegal Music collection of your library, and to download, store and play your Freegal MP3 files.

Currently, the Freegal Music App cannot export files to iTunes or any other software.

 But - as a Freegal Music user, you can download a song again for the purpose of having a copy in your iTunes account and in the Freegal Music App. You can do that within 2 weeks of your original download by accessing your library's Freegal site via a computer, and accessing the "recent downloads" functionality on the navigation bar of the home page (HINT: you may need to log out of the Freegal Application to do this. You log out by going to "settings" within the Freegal App.)

You may find it more convenient to download all your music choices to your computer first.

For additional information, once you've logged into Freegal, click on the FAQ tab at the top of the page or call the Library to set up an appointment for additional information at (203) 938-2545.