

FREEGAL GETTING STARTED AND HELP SHEET

Welland Public Library offers free downloadable music through Freegal Music, an online music database that provides access to about 9 million songs and over 15,000 music videos. The Freegal collection includes Sony Music’s catalog of legendary artists as well as thousands of other labels with music that originates in over 100 countries. The songs do not expire, so you can keep all tracks you download. Patrons can borrow up to five songs per week using a valid library card and Stream up to 3 hours per day.

GETTING STARTED

Enter the Welland Public Library’s Freegal music collection from the Welland Public Library website and login with your 14-digit library card number and PIN. Once you have logged in, you will see a usage counter in the upper right corner. It displays your weekly allotment, and the counter is reset to zero every Monday. Music videos count as 2 of your weekly download limit.



SEARCH AND DOWNLOAD

You can search or browse Freegal Music by artist’s name, song title or genre. When you have selected an artist and song you want, click on the “Download Now” link next to your chosen song. At the prompt, select Save and choose where you want to save the song. Once the song has downloaded, you are free to play it on your computer, burn it to a CD or transfer it to a mobile device.

STREAMING

Streaming is accessing the file on a temporary basis, while being connected to the internet. When you put your cursor over a song or an album, you will see a "Stream now" button come up. That's your cue to press that button and start listening. If you press that button on an album, the whole album will play in order.



FREEGAL APP ON PHONE OR TABLET

If you have a mobile device, you can download the Freegal app, connect your library account, and download music .The app is available in the Apple App Store, the Google Play Store, and on Amazon (Freegal Music is supported on Kindle Fire 3rd generation and up).

CREATING A PLAYLIST

You can create your own or use “Freegal Playlists”. This is a list of pre-selected songs in a genre that you are sure to enjoy

To create a playlist:

- Click on “My Playlists” under “Streaming” on the left side of the page.
- Click on “Create and Store Playlists”.
- At the top center of the page, click on the “+” symbol next to “Saved Playlists”.
- Name your playlist (ex. “The Boss”) and describe it (ex. “Bruce”).
- In that box, click on “Create New Playlist” and your playlist is ready to add music.
- Click on the “Home” page and start looking for music to add.
- To add an album, move your cursor over an album cover and a += will appear. Click on that, and then add to your playlist of choice.
- To add an individual song, click on the image until you see a play arrow and += sign. Pressing the += will allow you to add the song to your chosen playlist.

HELPFUL HINTS

- Freegal syncs between the mobile app and the web version. If you create a playlist on your computer and open the mobile app on your phone your playlist will appear.
- If you run out of downloads you can add songs to a wishlist and download them
- You cannot stream videos. You can only download them.
- Music videos count as two downloads.
- Music files are MP3s and video files are MP4s.

FREQUENTLY ASKED QUESTIONS

HOW DO I DELETE A SONG OFF MY MOBILE DEVICE?

Within the “My Music” section of the app, you will see a list of songs that you have downloaded. If you tap on the options menu next to each song selection (three dots), you will have the option to Remove Song. This method works the same with playlists, music videos, and audiobooks.

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.”

MY SONG PARTIALLY DOWNLOADED OR ONLY THE FIRST FEW SECONDS OF MY SONG PLAYS...

Songs you've had trouble downloading during the current week or previous week can be downloaded again. To re-download a song, log into Freegal, and click on the Recent Downloads link located at the top of the page. Then, click the “Download Now” link for the song you had trouble downloading to save it again.

MORE HELP WITH FREEGAL

- Visit the Freegal Help pages at <https://welland.freegalmusic.com/settings/faq>
- Contact the Welland Public Library: (905) 734-6210 ext. 2521