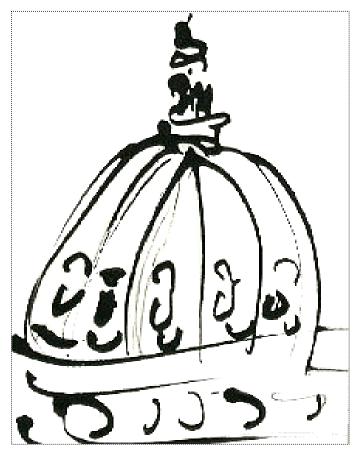Information Use Management and Policy Institute

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Public Libraries and the Internet 2006: Study Results and Findings

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VII. NATIONAL SYSTEM LEVEL DATA

This section details the study findings for national system level data by metropolitan status and poverty. A brief discussion of the findings follows each table.

Figure 16: Public Library System Total Operating Budget Status by Metropolitan Status and Poverty.							
	Metropolitan Status			**Poverty Level**			
Total Operating Budget Status	Urban	Suburban	Rural	Low	Medium	High	Overall
Budget increased since last fiscal year	48.1% ±5.0% (n=297)	56.8% ±5.0% (n=1,558)	39.1% ±4.9% (n=2,195)	45.6% ±5.0% (n=3,662)	39.7% ±4.9% (n=354)	54.1% ±5.0% (n=34)	45.1% ±5.0% (n=4,050)
Budget decreased since last fiscal year	8.1% ±2.7% (n=50)	5.4% ±2.3% (n=148)	7.3% ±2.6% (n=412)	6.6% ±2.5% (n=526)	8.5% ±2.8% (n=76)	11.2% ±3.2% (n=7)	6.8% ±2.5% (n=609)
Budget stayed the same as last fiscal year	31.0% ±4.6% (n=191)	26.1% ±4.4% (n=716)	42.3% ±4.9% (n=2,375)	36.1% ±4.8% (n=2,897)	41.6% ±4.9% (n=371)	23.6% ±4.3% (n=15)	36.6% ±4.8% (n=3,283)
Weighted Missing Responses: n=1,036							
Average percentage increased	6.6% (n=297)	6.9% (n=1,558)	25.5% (n=2,195)	17.9% (n=3,662)	8.4% (n=354)	5.3% (n=34)	17.0% (n=4,050)
Average percentage decreased	9.6% (n=50)	9.5% (n=148)	9.9% (n=412)	9.2% (n=526)	12.3% (n=76)	26.6% (n=7)	9.8% (n=609)

Source: Bertot, J. C., McClure, C. R., Jaeger, P. T., & Ryan, J. (2006). *Public Libraries and the Internet 2006: Study Results and Findings*. Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available: http://www.ii.fsu.edu/plinternet/

As Figure 16 (above) demonstrates, the total operating budget in 45.1% of public library systems increased since last year, while the budgets of 36.6% stayed the same from last year. Suburban library systems (56.8%) and high poverty library systems (54.1%) were the most likely to have an increase. For systems where there was an increase, the average increase was 17.0%.

Budgets were most likely to have remained the same in rural library systems (42.3%) and medium poverty systems (41.6%). Total operating budgets were most likely to have decreased in high poverty libraries (11.2%). For systems where there was a decrease, the average decrease was 9.8%.

Figure 17: Public Library System Overall Internet Information Technology Budget Status by Metropolitan Status and Poverty.

Total Internet-related Budget Status	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Low	Medium	High	Overall
Budget increased since last fiscal year	24.6% ±4.3% (n=152)	25.9% ±4.4% (n=709)	14.4% ±3.5% (n=810)	18.2% ±3.9% (n=1,458)	22.3% ±4.2% (n=199)	23.1% ±4.3% (n=14)	18.6% ±3.9% (n=1,671)
Budget decreased since last fiscal year	8.4% ±2.8% (n=52)	5.0% ±2.2% (n=137)	4.7% ±2.1% (n=264)	4.8% ±2.1% (n=385)	7.0% ±2.5% (n=62)	9.9% ±3.0% (n=6)	5.0% ±2.2% (n=453)
Budget stayed the same as last fiscal year	48.8% ±5.0% (n=301)	55.9% ±5.0% (n=1,533)	70.0% ±4.6% (n=3,932)	64.9% ±4.8% (n=5,209)	59.2% ±4.9% (n=528)	48.0% ±5.0% (n=30)	64.2% ±4.8% (n=5,767)
Weighted Missing Responses: n=1,087							
Average percentage increased	39.9% (n=152)	20.3% (n=709)	61.0% (n=810)	45.2% (n=1,458)	18.6% (n=199)	22.9% (n=14)	41.8% (n=1,671)
Average percentage decreased	18.8% (n=52)	15.0% (n=137)	24.1% (n=264)	19.9% (n=385)	26.0% (n=62)	22.4% (n=6)	20.7% (n=453)

Source: Bertot, J. C., McClure, C. R., Jaeger, P. T., & Ryan, J. (2006). *Public Libraries and the Internet 2006: Study Results and Findings*. Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available: http://www.ii.fsu.edu/plinternet/

Only 18.6% of public library systems had an increase in their Internet information technology budget from the previous year, as can be seen in Figure 17 (above). The systems most likely to have an increase were suburban (25.9%) and high poverty (23.1%) systems. For systems where there was an increase, the average increase was 41.8%.

The clear majority of systems (64.2%) had no change in their Internet information technology budget. Only 5.0% of systems had a decrease in their Internet information technology budget from the previous year. For those systems with a decrease, the average decrease was 20.7%. High poverty (9.9%) and urban (8.4%) library systems were most likely to have a decrease.

Figure 18: Public Library System Percentage of Libraries Receiving E-rate Discount by Category and by Metropolitan Status and Poverty.

E-rate Discount Categories	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Low	Medium	High	Overall
Internet connectivity	32.0%	16.9%	24.1%	20.4%	38.6%	46.7%	22.4%
Telecommunications services	53.1%	33.7%	41.0%	37.2%	58.8%	69.8%	39.6%
Internal connections cost	10.4%	3.3%	4.3%	3.4%	12.6%	19.0%	4.4%
	n=617	n=2,742	n=5,619	n=8,024	n=892	n=62	n=8,978

Source: Bertot, J. C., McClure, C. R., Jaeger, P. T., & Ryan, J. (2006). *Public Libraries and the Internet 2006: Study Results and Findings*. Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available: http://www.ii.fsu.edu/plinternet/

Figure 19: Public Library System Percentage of Libraries Not Receiving E-rate Discount by Category and by Metropolitan Status and Poverty.

E-rate Discount Categories	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Low	Medium	High	Overall
Internet connectivity	68.0% (n=419)	83.1% (n=2,279)	75.9% (n=4,266)	79.6% (n=6,383)	61.4% (n=547)	53.3% (n=33)	77.6% (n=6,964)
Telecommunications services	46.9% (n=290)	66.3% (n=1,819)	59.0% (n=3,317)	62.8% (n=5,040)	41.2% (n=367)	30.2% (n=19)	60.4% (n=5,426)
Internal connections cost	89.6% (n=553)	96.7% (n=2,652)	95.7% (n=5,379)	96.6% (n=7,755)	87.4% (n=779)	81.0% (n=50)	95.6% (n=8,584)

Source: Bertot, J. C., McClure, C. R., Jaeger, P. T., & Ryan, J. (2006). *Public Libraries and the Internet 2006: Study Results and Findings*. Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available: http://www.ii.fsu.edu/plinternet/

Figures 18 and 19 (above) provide two perspectives on the same data. Figure 18 shows the library systems that are receiving E-rate discounts. Only 4.4% of public library systems receive E-rate discounts for internal connection costs (which is not surprising, given the difficulty libraries have in qualifying for internal connection discounts), 22.4% receive E-rate discounts for Internet connectivity, and 39.6% receive E-rate discounts for telecommunications services. High and medium poverty library systems were the most likely to be receiving discounts for all three categories of discounts.

Figure 19 demonstrates that few library systems are receiving E-rate discounts. Depending on the category of discount, between 60.4% and 95.6% of library systems do not receive E-rate discounts. Overall, suburban library systems were the least likely to be receiving E-rate discounts in each of the three categories.

Figure 20: Public Library System Reasons for Non-Receipt of E-rate Discounts by Metropolitan Status and Poverty.

Reasons	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
The E-rate application process is too complicated	29.7% ±4.6% (n=79)	36.8% ±4.8% (n=614)	34.9% ±4.8% (n=1,041)	35.4% ±4.8% (n=1,621)	34.2% ±4.8% (n=110)	12.3% ±3.4% (n=2)	35.3% ±4.8% (n=1,734)
The library staff did not feel the library would qualify	3.3% ±1.8% (n=9)	8.1% ±2.7% (n=136)	8.6% ±2.8% (n=255)	8.3% ±2.8% (n=380)	6.1% ±2.4% (n=20)	--	8.1% ±2.7% (n=399)
Our total E-rate discount is fairly low and not worth the time needed to participate in the program	20.4% ±4.0% (n=54)	33.8% ±4.7% (n=564)	31.5% ±4.7% (n=938)	31.8% ±4.7% (n=1,456)	30.4% ±4.6% (n=98)	12.3% ±3.4% (n=2)	31.7% ±4.7% (n=1,556)
The library receives it as part of a consortium, so therefore does not apply individually	12.0% ±3.3% (n=32)	24.9% ±4.3% (n=416)	7.0% ±2.6% (n=209)	14.1% ±3.5% (n=643)	3.7% ±1.9% (n=12)	12.3% ±3.4% (n=2)	13.4% ±3.4% (n=657)
The library was denied funding in the past	--	4.4% ±2.1% (n=73)	2.9% ±1.7% (n=87)	3.1% ±1.7% (n=143)	5.4% ±2.3% (n=17)	--	3.3% ±1.8% (n=160)
The library has applied for E-rate in the past, but because of the need to comply with CIPA, our library decided not to apply in 2006	11.3% ±3.2% (n=30)	15.5% ±3.6% (n=259)	15.6% ±3.6% (n=464)	15.3% ±3.6% (n=700)	15.7% ±3.6% (n=50)	12.3% ±3.4% (n=2)	15.3% ±3.6% (n=753)
The library has applied for E-rate in the past, but no longer finds it necessary	3.7% ±1.9% (n=10)	5.0% ±2.2% (n=83)	6.5% ±2.5% (n=194)	5.9% ±2.4% (n=270)	5.2% ±2.2% (n=17)	--	5.8% ±2.4% (n=287)

Weighted Missing Responses, n=535.

Will not total to 100%, as respondents could select more than one option.

Key: -- : No data to report

Source: Bertot, J. C., McClure, C. R., Jaeger, P. T., & Ryan, J. (2006). *Public Libraries and the Internet 2006: Study Results and Findings*. Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available: http://www.ii.fsu.edu/plinternet/

According to Figure 20 (above), for the majority of libraries that do not receive E-rate discounts, the most common reasons are the application process is too complicated (35.3%), the discount is too low to invest the time in the application process (31.7%), and the library does not want to comply with the CIPA requirements that accompany such funds (15.3%).

Libraries were given the opportunity to elaborate on their responses to this question. A number of respondents noted that they had not applied for E-rate because they did not know that the program existed. Also, a number of libraries relayed their problems with the application process and the organization that oversees the distribution of E-rate funds. Explanations included: "E-rate people said our library did not exist" and "received no further communication from E-rate upon application" and "No one returned calls or emails, so we gave up."

As a result of all of the problems that the libraries conveyed, many offered comments on fixing the program in general: "I wish they would just give a straight discount based on the school lunch program eligibility and skip all the photocopying!" and "We have received e-rate funds in the past, but the time and effort invested across the US in completing these forms, publicizing & administering the program seems ill-advised." And "The bureaucratic and CIPA requirements consume precious administration time for the yield."

Figure 21: Public Library System Public Access Internet Services by Metropolitan Status and Poverty.

Public Access Internet Services	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Low	Medium	High	Overall
Digital reference/virtual references	65.4% ±4.8% (n=403)	56.7% ±5.0% (n=1,555)	53.1% ±5.0% (n=2,986)	54.8% ±5.0% (n=4,400)	57.0% ±5.0% (n=508)	58.7% ±5.0% (n=36)	55.1% ±5.0% (n=4,945)
Licensed databases	95.4% ±2.1% (n=588)	88.8% ±3.2% (n=2,434)	78.5% ±4.1% (n=4,411)	82.2% ±3.8% (n=6,595)	88.0% ±3.3% (n=785)	86.3% ±3.5% (n=54)	82.8% ±3.8% (n=7,434)
E-books	61.5% ±4.9% (n=379)	51.0% ±5.0% (n=1,399)	28.8% ±4.5% (n=1,620)	38.2% ±4.9% (n=3,068)	32.6% ±4.7% (n=291)	63.2% ±4.9% (n=39)	37.9% ±4.9% (n=3,398)
Video conferencing	9.2% ±2.9% (n=57)	6.4% ±2.4% (n=175)	8.2% ±2.8% (n=462)	7.7% ±2.7% (n=617)	7.9% ±2.7% (n=70)	9.9% ±3.0% (n=6)	7.7% ±2.7% (n=694)
Online instructional courses/tutorials	37.7% ±4.9% (n=232)	30.4% ±4.6% (n=832)	38.0% ±4.9% (n=2,135)	35.2% ±4.8% (n=2,825)	37.8% ±4.9% (n=337)	59.9% ±4.9% (n=37)	35.6% ±4.8% (n=3,200)
Homework content	63.5% ±4.8% (n=392)	63.7% ±4.8% (n=1,746)	59.2% ±4.9% (n=3,326)	60.7% ±4.9% (n=4,874)	60.5% ±4.9% (n=540)	81.0% ±4.0% (n=50)	60.9% ±4.9% (n=5,464)
Audio content	44.3% ±5.0% (n=273)	36.4% ±4.8% (n=998)	29.7% ±4.6% (n=1,671)	32.7% ±4.7% (n=2,625)	32.7% ±4.7% (n=292)	42.1% ±5.0% (n=26)	32.8% ±4.7% (n=2,943)
Video content	25.9% ±4.4% (n=160)	18.6% ±3.9% (n=509)	23.9% ±4.3% (n=1,345)	22.5% ±4.2% (n=1,808)	21.5% ±4.1% (n=192)	22.3% ±4.2% (n=14)	22.4% ±4.2% (n=2,014)
Digitized special collections	44.0% ±5.0% (n=271)	28.3% ±4.5% (n=776)	18.6% ±3.9% (n=1,048)	22.7% ±4.2% (n=1,818)	27.5% ±4.5% (n=245)	50.8% ±5.0% (n=32)	23.3% ±4.2% (n=2,095)

Weighted Missing Responses, n=367.
Will not total to 100%, as respondents could select more than one option.

As revealed by Figure 21 (above), the most frequently offered public access Internet services by public library systems are licensed databases (82.8%), homework content (60.9%), digital reference or virtual reference services (55.1%), e-books (37.9%), and online instructional course and tutorials (35.6%). For most types of services, urban library systems and high poverty library system are most likely to offer the services.

Responding library systems were also able to list other services not included in the question options. Other services noted by library systems include: GED study guides, webcams, distance learning exams, genealogy and history indexes, birth and death record indexes, audio books, and interlibrary loan.

Figure 22: Public Library System Community Impact of Public Access Internet Services by Metropolitan Status and Poverty.

Public Access Internet Services	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Low	Medium	High	Overall
Provide information for local economic development	6.8% ±2.5% (n=42)	3.3% ±1.8% (n=91)	2.8% ±1.6% (n=155)	2.9% ±1.7% (n=236)	5.2% ±2.2% (n=47)	6.6% ±2.5% (n=4)	3.2% ±1.8% (n=287)
Provide information about state and local business opportunities	5.5% ±2.3% (n=34)	1.7% ±1.3% (n=46)	3.0% ±1.7% (n=170)	2.7% ±1.6% (n=214)	3.3% ±1.8% (n=30)	9.9% ±3.0% (n=6)	2.8% ±1.6% (n=250)
Provide computer and Internet skills training	46.5% ±5.0% (n=287)	40.7% ±4.9% (n=1,117)	35.7% ±4.8% (n=2,009)	37.8% ±4.9% (n=3,036)	39.2% ±4.9% (n=349)	44.2% ±5.0% (n=27)	38.0% ±4.9% (n=3,412)
Provide real estate-related information	*	1.7% ±1.3% (n=46)	1.1% ±1.0% (n=61)	1.3% ±1.1% (n=103)	*	6.6% ±2.5% (n=4)	1.2% ±1.1% (n=111)
Provide community information	25.4% ±4.4% (n=157)	25.0% ±4.3% (n=685)	18.4% ±3.9% (n=1,035)	21.1% ±4.1% (n=1,695)	18.5% ±3.9% (n=165)	27.7% ±4.5% (n=17)	20.9% ±4.1% (n=1,877)
Provide information for local business marketing	2.5% ±1.6% (n=15)	1.5% ±1.2% (n=42)	*	*	1.8% ±1.3% (n=16)	--	1.0% ±1.0% (n=87)
Provide services for job seekers	53.1% ±5.0% (n=328)	47.7% ±5.0% (n=1,308)	44.6% ±5.0% (n=2,504)	46.4% ±5.0% (n=3,720)	43.4% ±5.0% (n=387)	52.0% ±5.0% (n=32)	46.1% ±5.0% (n=4,140)
Provide investment information or databases	5.1% ±2.2% (n=31)	6.6% ±2.5% (n=182)	2.2% ±1.5% (n=121)	3.9% ±1.9% (n=311)	2.7% ±1.6% (n=24)	--	3.7% ±1.9% (n=335)
Provide education resources and databases for K-12 students	63.1% ±4.8% (n=389)	66.3% ±4.7% (n=1,818)	62.3% ±4.9% (n=3,501)	63.7% ±4.8% (n=5,108)	64.5% ±4.8% (n=575)	42.1% ±5.0% (n=26)	63.6% ±4.8% (n=5,709)
Provide education resources and databases for students in higher education	15.0% ±3.6% (n=92)	16.5% ±3.7% (n=453)	18.3% ±3.9% (n=1,029)	16.6% ±3.7% (n=1,334)	26.3% ±4.4% (n=235)	9.1% ±2.9% (n=6)	17.5% ±3.8% (n=1,575)
Provide education resources and databases for home schooling	8.0% ±2.7% (n=50)	9.8% ±3.0% (n=267)	14.6% ±3.5% (n=821)	12.8% ±3.4% (n=1,030)	11.6% ±3.2% (n=103)	7.9% ±2.7% (n=5)	12.7% ±3.3% (n=1,138)
Provide education resources and databases for adult/continuing education students	14.8% ±3.6% (n=91)	20.5% ±4.0% (n=563)	19.7% ±4.0% (n=1,110)	19.5% ±4.0% (n=1,567)	21.2% ±4.1% (n=189)	11.2% ±3.2% (n=7)	19.6% ±4.0% (n=1,763)
Provide information for college applicants	2.3% ±1.5% (n=14)	3.3% ±1.8% (n=90)	6.9% ±2.5% (n=387)	5.3% ±2.2% (n=425)	6.8% ±2.5% (n=61)	9.1% ±2.9% (n=6)	5.5% ±2.3% (n=491)
Provide access to local public and local government documents	5.3% ±2.3% (n=33)	4.7% ±2.1% (n=129)	5.1% ±2.2% (n=285)	5.1% ±2.2% (n=406)	4.3% ±2.0% (n=39)	3.3% ±1.8% (n=2)	5.0% ±2.2% (n=447)
Provide access to federal government documents	5.0% ±2.2% (n=31)	4.6% ±2.1% (n=125)	7.6% ±2.7% (n=426)	6.3% ±2.4% (n=508)	7.4% ±2.6% (n=66)	11.2% ±3.2% (n=7)	6.5% ±2.5% (n=581)
Provide access to and assistance with local, state, or federal government electronic services	16.5% ±3.7% (n=102)	16.7% ±3.7% (n=458)	24.2% ±4.3% (n=1,361)	21.8% ±4.1% (n=1,745)	17.6% ±3.8% (n=157)	28.9% ±4.6% (n=18)	21.4% ±4.1% (n=1,920)

Weighted Missing Responses, n=175.
Will not total to 100%, as respondents could select more than one option.
Key: * : Insufficient data to report; -- : No data to report

Source: Bertot, J. C., McClure, C. R., Jaeger, P. T., & Ryan, J. (2006). *Public Libraries and the Internet 2006: Study Results and Findings*. Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available: http://www.ii.fsu.edu/plinternet/

Figure 22 (above) details the impacts of the public access Internet services offered by public library systems. The largest impacts are providing education resources for K-12 students (63.6%), services for job seekers (46.1%), computer and Internet training skills (38.0%), access to and assistance with local, state, and federal government electronic services (21.4%), and providing community information (20.9%).

Responding library systems were also able to list other impacts not included in the question options. Most of the other noted impacts related to providing access to those who would not otherwise be able to access the Internet and to serving as a general information resource for members of the community.

Figure 23: Public Library System Information Technology Training Availability for Patrons by Metropolitan Status and Poverty.

Training Availability	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Low	Medium	High	Overall
The library does not offer patron information technology training services	9.5% ±2.9% (n=58)	18.9% ±3.9% (n=519)	23.9% ±4.3% (n=1,344)	21.4% ±4.1% (n=1,716)	22.2% ±4.2% (n=198)	11.2% ±3.2% (n=7)	21.4% ±4.1% (n=1,921)
Facilitates local economic development	2.8% ±1.7% (n=17)	1.6% ±1.3% (n=45)	1.4% ±1.2% (n=79)	1.4% ±1.2% (n=113)	2.9% ±1.7% (n=26)	3.3% ±1.8% (n=2)	1.6% ±1.3% (n=142)
Offers technology training opportunities to those who would otherwise not have any	62.4% ±4.9% (n=385)	48.5% ±5.0% (n=1,330)	35.2% ±4.8% (n=1,981)	40.7% ±4.9% (n=3,265)	43.8% ±5.0% (n=391)	63.2% ±4.9% (n=39)	41.2% ±4.9% (n=3,695)
Helps students with their school assignment and school work	35.4% ±4.8% (n=218)	40.0% ±4.9% (n=1,097)	43.6% ±5.0% (n=2,448)	42.2% ±4.9% (n=3,386)	38.8% ±4.9% (n=346)	49.2% ±5.0% (n=31)	41.9% ±4.9% (n=3,763)
Helps business owners understand and use technology and/or information resources	5.6% ±2.3% (n=35)	2.2% ±1.5% (n=62)	2.3% ±1.5% (n=129)	2.3% ±1.5% (n=183)	4.0% ±2.0% (n=36)	9.9% ±3.0% (n=6)	2.5% ±1.6% (n=225)
Provides general technology skills	52.3% ±5.0% (n=322)	41.8% ±4.9% (n=1,146)	42.1% ±4.9% (n=2,368)	42.6% ±5.0% (n=3,421)	43.4% ±5.0% (n=387)	45.4% ±5.0% (n=28)	42.7% ±5.0% (n=3,836)
Provide information literacy skills	68.8% ±4.6% (n=424)	59.2% ±4.9% (n=1,622)	46.0% ±5.0% (n=2,582)	50.7% ±5.0% (n=4,065)	58.9% ±4.9% (n=525)	63.2% ±4.9% (n=39)	51.6% ±5.0% (n=4,629)
Helps users access and use electronic government services and resources.	21.5% ±4.1% (n=132)	21.0% ±4.1% (n=575)	27.4% ±4.5% (n=1,541)	25.4% ±4.4% (n=2,039)	21.7% ±4.1% (n=193)	25.6% ±4.4% (n=16)	25.0% ±4.3% (n=2,248)
Weighted Missing Responses, n=255. Will not total to 100%, as respondents could select more than one option.							

Source: Bertot, J. C., McClure, C. R., Jaeger, P. T., & Ryan, J. (2006). *Public Libraries and the Internet 2006: Study Results and Findings*. Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available: http://www.ii.fsu.edu/plinternet/

In figure 23 (above), the types of information technology training offered by public library systems for patrons include: 1) providing information literacy skills (51.6%); 2) providing general technology skills (42.7%); 3) helping students with school assignment and work (41.9%); and 4) offering technology-training opportunities to those who would not otherwise have any (41.2%). Responding library systems were also able to list other types of training not included in the question options. These other types of training predominantly related to use of email, health databases, and genealogy databases, as well as special types of training targeted primarily at seniors. Uniquely, one library noted that it offered training classes on "how to sell things on ebay."