

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Public Library - Central

Date: Feb 4, 2016

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 **7**
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

The presenter was very personable, concise,
entertaining & easy to follow - I was
never bored

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

I cannot think of any.

EDMOND OTIS & ASSOCIATES

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara

Date: 2/4/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

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B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Edmond - you were engaging and provided practical advice/guidance that will greatly help in our day-to-day interactions (both BTH + small!)

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

None

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Public Library

Date: 2/4/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

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B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Engaging workshop & presenter. Useful information was provided that helped evaluate what qualities we have & what we need to work on

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: SB Central

Date: 21/1/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

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(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
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(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 **6** 7
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1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Both charismatic & engaging. Relevant
to our work. Wish we could have
done more activities

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

More children age related tools.

EDMOND OTIS & ASSOCIATES

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: SB Central

Date: 2-4-10

All completed forms will be reviewed by the host organization and sent on to the presenter.

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B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Reminding us that we have all the tools
available to us and we can use them.
Don't be afraid, be professional.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

dealing w/ different cultures

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara

Date: 2/4/16

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B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

He was clear, explained things well, and made the material engaging. The material is very useful for professional and personal life, and I feel better prepared to understand and deal with these situations

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: SOB Central Library

Date: 2/4/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

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(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 **6** 7
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1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

material on verbal & physical responses
very useful.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

none I can think of right now

EDMOND OTIS & ASSOCIATES

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Central library (Santa Barbara)

Date: 2/4/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

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1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

I think it was incredibly useful and
it can be applied to almost every
situation that happens @ the library

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

I would have liked some topics to
be also relatable to ~~of~~ how to work
w/ children, and parents that ~~are~~ ~~never~~ don't
speak English.

EDMOND OTIS & ASSOCIATES

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: SADTA BARBARA Public Library

Date: 2/4/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

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(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 (6) 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Speaks clearly in a manner
easy to understand, take notes
of and remember.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Problems with library patrons on
the phone where you are not
face to face

EDMOND OTIS & ASSOCIATES

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Public Library

Date: 2/4/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

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B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

The workshop presenter and material
were very clear.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Though the main topic of the workshop
is difficult patrons, I would love to
see a more extensive part on difficult
to workers and how to talk without getting
in trouble, more example of "how it looks."

EDMOND OTIS & ASSOCIATES

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Public Library, Central

Date: _____

All completed forms will be reviewed by the host organization and sent on to the presenter.

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1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

A very professional presentation. Useful and
timely for staff.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Some more role-playing would
probably be useful.

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Central Library

Date: 2/4

All completed forms will be reviewed by the host organization and sent on to the presenter.

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1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Presentation provided easy to
implement tips & techniques I did not
consider before. Learned a lot of information

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Main Library (Central)

Date: 2-4-16

All completed forms will be reviewed by the host organization and sent on to the presenter.

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1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Good voice + presentation

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Emergency plan

Thank you!

EDMOND OTIS & ASSOCIATES

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: SBPL

Date: 2/4/10

All completed forms will be reviewed by the host organization and sent on to the presenter.

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1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: SANTA BARBARA PUBLIC LIBRARY

Date: 2-4-16

All completed forms will be reviewed by the host organization and sent on to the presenter.

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B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

I SO ENJOY MR. OTIS' PRESENTATIONS!

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

CAN'T THINK OF ANY

EDMOND OTIS & ASSOCIATES

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: SBPL Central Branch

Date: 2/4/10

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1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Public Library

Date: 02/04/2016

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B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

clear

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: SBPL Faulkner

Date: 2/4/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

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B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Well spoken / approachable but ~~clear~~ clear
good price / activities

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

- Application + Follow Through
- fixing old "Broken Windows"

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Public Library

Date: 2/4/16

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B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Edmond is so consistent with the message. He models the behavior he advocates. Repetition helps drive the message home.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

I'd love to see some role playing (in front of the room) with guidance.

EDMOND OTIS & ASSOCIATES

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: CENTRAL LIBRARY

Date: 2/4/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

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1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

The workshop material gave me new tools for dealing with difficult patrons in a professional (not in ego-driven or personal ways) ← Edmund's presentation was focused and practical

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Central Library

Date: 2-14-16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

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B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Very helpful material; could have listened to
certain staff members concerns or questions
better. Overall was very constructive, presented effective solutions.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

How to deal with parents' childrens not following
the rules: When's the time how to handle it.

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Central Library

Date: 2/4/2016

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1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Excellent. He is wonderful - thoughtful,
easy to understand, respectful & repetitive (a good
thing).

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

I really liked the hands on demos - when we
walked into the library & Edmond Otis did the special
demo. of how close to stand to someone. ^{how staff} ~~body~~ can use
body stance, posture, etc. in how to interact w/
a difficult patron - maybe do a demo
w/ a partner - (getting away from the
desk always helps) and it's good for us
to practise this in ourselves. (like how we
practised saying "no").

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www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: Edmond Otis

Location: Santa Barbara Public Library

Date: 2/4/10

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 **6** 7
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 **6** 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 **6** 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Edmond Presenter was organized with
useful practice exercises.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Public Library

Date: 2/04/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT)

1 2 3 4 5 6 7

2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT)

1 2 3 4 5 6 7

3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY)

1 2 3 4 5 6 7

4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE)

1 2 3 4 5 6 7

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

E. Otis - very well informed - He knows how to
teach & entertain. Perfect sense of -
"Now we need to move around."
I was enthralled throughout the day.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Maybe role playing w/ situations
that occur in library

THANK
YOU!

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Central Library

Date: 02/04/2016

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

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(1 = POOR 7 = EXCELLENT)

1 2 3 4 5 6 7

2. What is your overall rating of the workshop?

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1 2 3 4 5 6 7

3. Was the material presented in an organized, understandable manner?

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4. Have you learned something you consider valuable?

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1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

The presenter was very good at incorporating his principles into the material/presentation itself: teamwork (working w/ staff), clarity, & consistency. (power pt.) (repetition)

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara PL

Date: 2/4/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

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(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 **6** 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

His is an engaging presenter.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

I was confused by the mention of side-by-side interactions - I get the face-to-face vs. triangulation, but are there times when it's preferable to be separated but ~~se~~ essentially shoulder to shoulder?

In general, I do have questions about the tenor of the general environment - specifically outdoors. What can we do about patrons feelings a (non-specific) sense of threat or harassment ("running the gauntlet") before entering the building? It's a huge issue at Central.

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara

Date: 2/4/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

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2. What is your overall rating of the workshop?
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4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Edmond Otis presented the material
in a clear and entertaining way.
~~_____~~

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

nothing comes to mind that
could be added since I feel all
relevant topics were answered.

EDMOND OTIS & ASSOCIATES

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Library

Date: 2/9/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
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(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Great presentation, very informational. I
enjoyed problem solving in relation to
difficult patrons & hearing solutions to coworkers issues.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

maybe some problem/solution scenarios.

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Public Library

Date: 2/4/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

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B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Interesting exercises. The 'reference interview' should have been allotted more time

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara

Date: 2/4/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

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(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Material was great. It was a bit intimidating to give an opinion/say something as presenter was straight on his way of thinking even though we all may not be as confident in this as he is.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

How to deal w/ difficult people if you do not have the personality/confidence to say "no" or be strict.

EDMOND OTIS & ASSOCIATES

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara

Date: 2.4.16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

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4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

The presentation was a good balance of discussion
& activity.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

it would be nice to talk a little about next
steps after the workshop. How do we implement
some of the training

EDMOND OTIS & ASSOCIATES

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara

Date: 2/7/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 **6** 7
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 **6** 7
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(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 **6** 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 **6** 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Helpful + informative
Good pace

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES

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Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Public Library

Date: 2/4/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

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(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 **6** 7
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(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 **6** 7
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(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 **6** 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 **5** 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Both workshop & presenter were well-
organized & interesting; I don't know that
new information was presented from my
perspective, but it was helpful in bringing out/up

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Team-building exercises would be nice-
discussion of practical applications &
solutions to specific issues.

topics for discussion
w/in our organization

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Public Library - central branch

Date: February 4th 2016

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 **6** 7
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 **6** 7
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4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

He is very clear in what he presents,
doesn't get off topic and gives
examples in how to apply what we are
learning.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Communication between coworkers
and communication between staff
and supervisors.

Thank you!

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Library

Date: 2/4/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 **6** 7
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 **6** 7
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(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 **6** 7
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(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 **6** 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

It was all helpful information
the harder part is putting it
into practice as a team

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Central Library

Date: 2-4-2016

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 **7**
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

The workshop presenter
and material were very
helpful. I learned a lot.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Everything was covered!!

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Central Library

Date: 2/3/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

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(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 (6) 7
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 (7)
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 (7)
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 (6) 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Presented useful information in a clear, concise, organized manner.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Solving conflict between co-workers

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Public Library

Date: 2/4/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

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(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 ~~6~~ **7**
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4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Presenter: engaging, cheerful, humorous, clear
Material: more detailed handouts necessary,
overall clear, maybe more focus on cultural buyin,
and cited resources for behavioral studies referenced
during workshop

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

More role playing - supervisors submit specific
issues/scenarios that can be integrated?
beforehand

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Public Library

Date: 2/04/2016

All completed forms will be reviewed by the host organization and sent on to the presenter.

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(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 **6** 7
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(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

The workshop presenter did a great job
of motivating us to use these activities
(A) work

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

More teamwork topics

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Public Library

Date: 2-4-16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
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2. What is your overall rating of the workshop?
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4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

He presented a few concepts that are key
and demonstrated how these few concepts can
be successfully applied in most situations.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: SANTA BARBARA PUBLIC LIBRARY

Date: 2-4-16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 ⑦
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 ⑦
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 ⑦ 2 3 4 5 6 ⑦
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 ⑦

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

VERY CLEAR AND WENT TO THE POINT.
LEARNED A LOT VERY HELPFUL.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: Edmond Otis

Location: Santa Barbara Public Library

Date: 02-04-16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

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(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
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(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

All topics in this workshop are
valuable and a great resource for
our library team to build on.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Racial issues / Racist patrons
(toward minorities)

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: S.B. Central Library

Date: Feb 4

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
2. What is your overall rating of the workshop?
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B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Very relevant and helpful. Given
specific methods/tools to implement.
Hope this is followed up w/ discussion -
and changes - to areas we need to improve

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara

Date: 2/4/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

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(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Amazing, had many solid examples & exercises.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Maybe a few more role playing exercises & scenarios.

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Library

Date: Feb. 4, 2016

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 **6** 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Main focus was library actions - valuable -
but did not seem relate to staff and
difficult upper management.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa BARBARA PUBLIC LIBRARY

Date: FEB 13 2010

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
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2. What is your overall rating of the workshop?
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B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

EDMOND IS A GREAT PRESENTER & I ENJOYED
"ALL" THE INFORMATION GIVEN. VERY INFORMATIVE.
I FEEL I AM ABLE TO APPLY HIS CONCEPTS
TO MY EVERYDAY WORK ENVIRONMENT.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND COULD COVER ALL ASPECTS OF THE
LIBRARY (PUBLIC) COLLECTIONS

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: SB

Date: 2/4

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 7
2. What is your overall rating of the workshop?
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(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Material / Presentation good

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

would like more role playing
or even seeing video examples

Best part was demo
of body language in
library (on main floor)

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Public Library

Date: 2/4/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 **6** 7
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(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 **7**
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 **6** 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

I learned a lot of new tools, especially language I can use
with difficult patrons. Edmond answered questions really well.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Maybe more about nonverbal tools.

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Public Library

Date: 2/4/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
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B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Great Exercises! Excellent Presenter!

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Central Library

Date: 2/4/2010

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
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B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

MR OTIS WAS GREAT MATERIAL WAS
ON POINT.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

JUST MORE ROLE PLAYING
WOULD BE NICE

EDMOND OTIS & ASSOCIATES

www.edmondotis.co.nz www.aact-now.org

Workshop Evaluation: Making Libraries Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Barbara Public Library

Date: 2/4/16

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
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B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

He was very helpful and was able to answer all the questions we had. One thing that will stick to me is to know when to be personal and professional and not to mix the two. Thank you for coming!!

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?
