Board members in attendance: Collin, Vince, Karen, Rachel, Veronica

Others in attendance: Shelly, Paula, Josh, Ousia, Alyssa & Shelly (potential interim board members)

Note taker:

Facilitator:

Time keeper:

* Check ins + firestarter (5 min)
* Overview of hand signals + board meeting structure for newcomers (10 minutes)
* WC updates
  + Store (15 minutes)
    - Update on store employee search – Hire Resse, started last week. Seems like a good fit. Working Sun-Thurs 3-close (about 35 hours/week as hourly employee)
    - Exit interview needs to be conducted with Jordan. –Rachel + at least one store staff
    - Inventory took place last week—a little bit difficult but it got done.
  + Café (15 minutes)
    - Update on co-manager search – Josh hired on!
    - New ticket system is working well
    - Chris has transitioned out of the café
  + Volunteer Coordinator
    - Labor Day potluck was a nice refreshing way to connect with volunteers.
    - Planning a Halloween/anniversary volunteer and staff party.
    - Tough to fill Saturdays.
  + All staff and managers want to take a one-day retreat
    - Would possibly have to close the store/café for the day.
    - Would have to submit a proposal to the board and finance committee for approval.
  + Suggestion to continue painting coop window and put it in the budget to pay for paint
* Committee updates
  + Finance (12 minutes)
    - Inventory numbers were given to Brian to help improve accuracy of budget numbers for the next profit and loss sheet.
    - Net profit in August for both store and café.
    - Positive net operating income for both store and café January-July 2017.
    - Sales have been decreasing slightly in the store and a bit in the café, as well.
    - Possible expansion options being considered (both in very early stages):
      * The Grand Theater – Possible option for a café expansion, not the store. Might be a good option for partnership with the Public House or for them to do on their own.
      * Vacant lots south side of Center Street – Would be an option for grocery store expansion site, then café would take over current building to add in additional seating.
  + Building Maintenance (12 minutes)
    - Updates on security cameras – Paula playing email tag with current vendor option, may pursue another if unable to reach soon
    - update on commercial oven installation upstairs – Vince began looking at prices, may also consider expanding office space instead
      * Office will be expanded into the bedroom area, door opened through closet. Vince would take care of this. There will be nor rent increase but will ask the Coop to pay all natural gas bills.
      * Use of rest of apartment to be determined. Vince & Paula may move in for a few months while repairs are being done to their place.
      * Need to do some repairs, first to the ceiling and a few other items.
    - Paula and Vince painted the front of the building
    - One day, the floors shall be replaced
  + Communications (12 minutes)
    - Will meet next week with 2 new members that joined
    - Julia, new member, started to do the newsletter
    - Party planning for volunteers and staff, around the same time of the anniversary (Nov 3rd)
  + HR Committee (12 minutes)
    - Received completed questionnaires from all co-managers to help update employee manual with accurate and legally-binding information
    - Rachel will reach out to Ousia for 3 month review + check-in
    - Rachel will reach out to Jordan for an exit interview
    - Collin to revise employee manual – clean up language, restructure formatting
    - Rachel/Collin to write something for staff to let them know to contact us if need be for HR things
    - All workers encouraged to attend the WC meeting
  + Membership (12 minutes)
    - Member discount totals have been going down after updating the member database.
    - New forms put out in a wall folder to be more visible.
    - Concern forms are being updated.
    - 2 new volunteers joined who will be entering data. This frees up Sheryl and Courtney to handle concern forms and x-files (forms that are indecipherable).
    - Sheryl has a full-time job, meaning she has less time for the membership work.
    - Trouble with copos—Shelly to handle the issue.
    - From concern forms, common themes:
      * People who think they are lifetime members or don’t need to pay anymore
      * Discount not entered in immediately once they do pay
* Other (15 minutes)
  + Suggestions for getting more volunteers on Saturday (Ousia this is for you!)
    - Perhaps only need to work 2 days a month to get volunteer discount
    - Free smoothie with a Saturday shift
  + Go over any questions with potential interim board members
    - Rachel to reword volunteer liaison description to be more clear on the hour requirements
    - Alyssa and Shelly joined as interim volunteers – board agreed as a consensus
    - Alyssa gone October 4-November 19th on Euro trip
  + Discuss dates for board retreat
    - Veronica to look into options for us to overnight December 2-3rd
    - Potential topics: budget, expansion sites, ways to increase net income (raising memberships fees/lowering discounts, product selection consistency, training more volunteers on filling bulk)

Next meeting: Thursday, October 5 from 6:30-8:30 pm at the River Revitalization Foundation