Board members in attendance: Debbie, Veronica, Rachel, Collin, Alyssa, Shellbelle, Karen, Vince

Others in attendance: Rhiannon, Ousia, Paula

Note taker: Rachel

Facilitator: Collin

Time keeper: Shellbelle

Minutes

* Check ins + preferred pronouns + firestarter (5 minutes)
* Review facilitation style + hand signals (5 minutes)
* WC updates
  + Store (5 minutes):

Sara Schueneman was hired as Inventory Coordinator.

She will begin in the store on December 10, 2018.

Prior to that she will be training with Shelly evenings and weekends and will be compensated hourly.

November and December Round Up at the register will benefit the Wednesday Community Lunches program and Food Pantry at All Peoples Church.

We are looking for other groups to benefit. If anyone has suggestions, please forward the information to me at [paulag@riverwestcoop.org](mailto:paulag@riverwestcoop.org).

Year-end inventory is scheduled for Sunday, January 6, 2019 that runs all day. Volunteers recruited 4pm until finished.

Anyone interested in volunteering for this important inventory can contact Ousia at [rwcoopvolunteer@gmail.com](mailto:rwcoopvolunteer@gmail.com)

Shelly has kept the Unfi orders small, adjusting for slower than average sales.

We received a proposal for a peer audit from a friend of the Co-op. They offered to analyze our business by analyzing merchandising and current food trends. She will want to look at sales, cashflow, labor and margins. We discussed the offer at WC meeting and all agreed it could really help.

Once Sara begins working, we will not need the extra help from Wendy M. We would like to keep her involved through the completion of inventory. She was a great help during the last one, we could use her help again.

* + Debbie: Really likes the sign by the chocolate showing cost breakdown for nonmember, member, volunteer.
  + Café (5 minutes)
    - Rhiannon: Café meeting introduced new café co-manager, Sebasteon. Addressed issues of food consistency. Will have new hours, closing an hour earlier.
    - Karen: Clarify turning the grill off. Can people get soup?
    - Rhiannon: We take orders up until 7, then no new orders or soup (unless okay getting cold to heat up at home). Grill goes off after that. Deli/bakery goods sold until 8PM. Thanksgiving was successful. Can send meeting notes to board.
    - Karen: We never got minutes from café before. Would be great to get.
    - Debbie: Thanksgiving, did all of the veggie roasts go missing?
    - Ousia: Some might have gotten misplaced, we don’t know for sure.
    - Paula: We sold 19 from the store freezer. 5 were sold on plates. Nobody was able to give a count of what was prepared.
    - Vince: Is there any discussion about what staffing will look like after 8pm?
    - Ousia: Thinks there will be one person on after 8pm with one volunteer until 9pm.
    - Vince: One of the reasons we are changing these hours is to get a handle on labor costs.
    - Karen: Was that mentioned at the café meeting?
    - Rhiannon: No.
  + Volunteer Coordinator (5 minutes)

I have rearranged the schedule in the cafe to reflect the Winter Hours (beginning Sunday), getting rid of the 7-10 pm shift, but keeping a 6-9 on each night for now, as we feel out the cafe’s needs. Almost all of the closing volunteers have been able to pick different shifts. I met with Sebasteon last week to train him on the volunteer coordination aspect of his role, and have notified all cafe volunteers that he is the person that they should contact for scheduling changes, though I am still available for any other support that they might need. With some practice, I have gotten a little better at keeping track at both schedules, but I am looking forward to the support.

In the upcoming weeks, we will be losing most of the service learning volunteers that have worked with us throughout their Fall semester. Earlier in the semester, I assigned all of them a short reading on cooperatives and a reflective writing assignment, and have gotten some great insights and thoughts back from students. Next time, I may further tweak my approach with such assignments (perhaps trying to work more closely with professors), but overall, I feel my engagement with service learners this semester was much more meaningful and manageable compared to previous semesters.

Looking ahead, we have our next quarterly inventory scheduled for Sunday, January 5th; I will be looking for lots of volunteers to help us make our first inventory with Sara an efficient success.

* Vince: Happy to see that we have Meta House volunteers. Is this going to be an ongoing thing? Would Ousia be willing to speak to the person doing the story as Volunteer Coordinator?
* Ousia: We have gotten more Meta House volunteers recently and more by word of mouth. Yes, would be interested.
* Debbie: What is Seb’s role in volunteer coordinating?
* Ousia: Will be same as it was for Gina. Questions or schedule changes go to Seb, everything else goes to Ousia.
* Karen: Did you get anything out of those student write-ups?
* Ousia: Wants to review the notes more thoroughly, but they gave perspective on people who tend to live outside of the Riverwest neighborhood.
* Committee updates
  + Finance (5 minutes)
    - Collin: September was a rough month, but October improved. Labor costs went down and sales in both café and store went up a little bit. Has reached out to WC members discuss scheduling and budgeting. Sent an email to the finance committee with meeting times for the next three months.
    - Rachel: Please add me to finance committee meeting emails. Want to attend when able.
    - Ousia: Are both café co-managers required to be on the finance committee?
    - Collin: At least one has to. Supposed to be Victor. Will have to discuss it with him. Met with Shelly to go over payroll system and scheduling methods and trends. Would like to meet with WC to improve scheduling and payroll system.
    - Karen: How is it going to be tracked how long people are taking to close?
    - Collin: That’s the café co-managers’ job to work it out. Staff would need approval to go over normal scheduled hours.
    - Karen: That’s something the WC should keep an eye on.
    - Vince: We need a report from the café co-managers that include scheduling and budget.
    - Debbie: Thought we were going to have café staff out by 9 for safety purposes.
    - Ousia: Not the primary reason we are doing the schedule change.
    - Debbie: Started scheduling two closers so that nobody had to leave the building by themselves. Thought we were deciding on 9 to leave with the store person.
    - Ousia: We also did that to pair someone new with someone experienced.
    - Collin: This is getting specific to WC operations, we should move on.
    - Vince: This is a necessary step to get a handle on things.
    - Veronica: Will send an email to Victor with a request for a monthly report and to debrief café staff on reasoning behind schedule change.
  + Building Maintenance (5 minutes)
* Vince: Plumber fixed clanking pipe noise, fixed back door, replaced rusty pipes in basement, problem with rodents again. Changed lightbulbs to be more energy efficient.
* Veronica: Do we have regular pest control?
* Paula: Yes, they were in today.
  + Communications (10 minutes)

**CommCom met 11/15. Lauren, paula, Glenda, Debbie.**

**Newsletters -**action item - Lauren will do next couple of newsletters, but we'd like to find a long term volunteer/staff solution to ensure consistent communication

* Should we lay out what that looks like and put out a request for a volunteer/applicant?
  + - apply by x
    - this amount of time/month
    - here’s what you’d be doing
    - establish who’s responsible for gathering info/providing content
    - provide a template
  + What is effective about newsletters? Info? Amusing? Do we simply do special events?
    - Debbie - consistency is more important than content;
    - Content ideas - one pot recipes, weekly Friday vendors, coop news, seasonal foods, special events
  + Next newsletter -  Content by 11/27; send out 12/4
    - We have a standard template; new cafe hours; holiday hours; Friday vendors; holiday chocolove case sale! While you’re here, check out our local vendors - they’re great! Stocking stuffers! Sustainability tip! Compost crusaders - community highlights
    - January idea - Sick of the in laws this holiday season - come to our Bylaws happy hour!
  + Miscellaneous newsletter convo -
    - Print newsletter - give us your email sign?
    - Email newsletter signup on website; keep it simple for now!

**NEW WEBSITE! -** action item - go live at Resse’s discretion. Find ways to announce.

**Spot in the currents -**should we/ can we capitalize on this? - no action item -  hold off for now

* + Ellen - article for Shelly - Paula will look into
  + General brainstorm on  regular spot in the currents
  + Standing article? What membership is about / volunteering. The Phillies, the creatures, trading cards - how do we feature sports teams more? Sports team column ; twin pins; when the Phillies come out? Sustainability committee advice column - ask Hannah Would you be interested?

**Miscellaneous**

* + Glenda -
    - December ad - recycle from another year.
    - Updated cafe hours - store signage.- winter hours sign.
  + Social media - utilizing more; Alyssa, Seb and Resse -coordinated effort?
    - Facebook reputation - no action items yet, should we add something in the newsletter or have a sign? "Review us on Facebook/Google"
  + Sports team display art project - Debbie
  + Bicycle bingo - we're a stop, participants come in and get something. At end of the season if you fill up your card there’s a big raffle. Riders get a coffee, banana, and stamp.
  + Alyssa: Per social media, would be good to plan out the week so people can commit as much as they’re able.
  + Shellbelle: Would like to be included.
  + HR Committee (5 minutes)
    - Collin: Waiting on Shelly for Paula’s annual review. We have a meeting next week with Ousia, Paula, Victor. Will get back to fixing the policy manual. Will do orientations for Sebasteon and Sara.
    - Karen: What’s entailed in the orientations?
    - Rachel: We go over the employee manual, job description, and our role as HR if they need anything. We will also go over the probationary expectation to send weekly status update emails to the WC and HR committee to include training completed and any questions that they have for the group.
    - DINNER BREAK
  + Membership (5 minutes)
    - Karen: Sheryl broke her foot so she is not able to come in and do membership work, though other people have been stepping up and helping out. Have not been able to meet, so are behind on some projects. Ousia is working on the verbiage for the change to $120 lifetime membership starting on January 1, 2019.
    - Veronica: Has anybody been in contact with CoPos recently in the past few weeks?
    - Karen/Ousia: No.
    - Veronica: They said to talk to Jeremy at CoPos instead.
    - Ousia: They already tried that but it didn’t work.
  + Volunteer Liaisons (5 minutes)
    - Alyssa: Noticed that someone threw their plastic glove in the compost. Wondering how we can better educate volunteers.
    - Debbie: Last café shift on Wednesday nights, trying to find another shift that works.
  + Bylaws Ad Hoc (5 minutes)
    - Bylaws Ad Hoc met on Tuesday, Nov. 20th. Debbie, Vince, and Veronica were present. We discussed some of the items that were questioned at the retreat. Our next meeting is Scheduled for Tuesday, December 4th, 7pm at Debbie’s house.
    - Debbie: Working on bringing the two items that did not reach consensus by the board for review by the next board meeting.
  + Sustainability Committee (5 minutes)
    - Alyssa: An email just went out about Waste Awareness week, which Hannah is trying to organize for January. There’s a Waste Awareness bingo, perhaps we could do a campaign to show that the co-op is making an effort to be proactive in becoming more eco-friendly. Looking into bulk bin options.
    - Shellbelle: Have we heard anything about the lead water test?
    - Paula: Sent a test in and got a message from the company that said the results be back by the 23rd.
    - Vince: Asked plumber if we could put a whole house system and the plumber discouraged it. He suggested waiting for text results first.
  + Exploratory Committee (5 minutes)
    - Discussions with RAA and the Jazz gallery folks and the Cream City Hostel owners.
      * Vince: For hostel, we would have to build a new structure outside of the building since there’s no room inside. Prefers the Jazz Gallery, the folks who run the place are very excited about the possibility. There’s an apartment on the first floor, and they’d be interested in opening up the wall to make it all one building. First thing to do would be hire an architect to draw up plans and use a budget outside of the co-op’s budget to pursue this opportunity. Recommendation is to pursue the Jazz Gallery. Any expenditure on the changing of the fixed assets of the co-op, including resetting the store and cafe, should be referenced as part of a Capital Budget, as defined below and is standard in finance records. And is not part of the Operating Budget, which is our thermometer of profit or loss related to the operation of the business. (Capital Budget, [noun, FINANCE]: a budget allocating money for the acquisition or maintenance of fixed assets such as land, buildings, and equipment)
      * Veronica: How much would it be for an architect to draw up plans?
      * Vince: About $3,000. This is an exciting opportunity. There’s room for outdoor seating, in addition to indoor seating.
      * Veronica: Do you know when they would want us to start paying rent on the space? Is there flexibility there?
      * Vince: I don’t know, would be the least of our problems since the overall project might cost about $100,000. Would like to be in Alderman Kovac’s district since he’s great at helping with permits and such. Would need a license to serve alcohol. Riverwest Artists Association would like to have an entity that is not their non-profit on site that can serve alcohol for events. Main goal is to get both the café and store profitable, and then move on to the future.
      * Shellbelle: Thinks that being in a hostel aligns more with our mission and being involved with the community than being in a gallery. It doesn’t seem like we have any concrete numbers for either option. We should get more of an idea of what each investment would entail before making a decision.
      * Vince: Building at the hostel would cost a lot more. We might be more aligned with a nonprofit jazz/art gallery than a for profit hostel. Might also be difficult to get a serving alcohol license in the hostel district. Cream City Hostel is in Alderwoman Coggs district. She is less likely to push for a liquor license. I do not think it is appropriate to have a liquor license at the Hostel.
      * Veronica: It sounds like people would like more information, so can the exploratory committee schedule a meeting to talk over this further and come up with a proposal?
      * Vince: Proposal is to move ahead with hiring an architect to come up with plans for the Jazz Gallery option.
      * Ousia: Is the exploration of a second location in addition to or a replacement of the restructuring at the co-op?
      * Vince: In addition to.
      * Alyssa: Does anyone know how to open up just a restaurant? There’s a lot involved.
      * Collin: We talked about this at the retreat, we need a separate meeting to go over details.
      * Rachel: Exploratory committee will work out via email -- Vince, Collin, Alyssa, Shellbelle, Karen, Ousia, Rhiannon, Debbie are interested in attending. Vince will call the meeting.
      * Vince: One of the owners of the Jazz Gallery/Riverwest Artists Association should be one of the Board Members of the Jazz Gallery/RAA was the operations manager of Centro restaurant for several years.
      * Karen: If we need to move on this, is there a way we can come to a consensus before the next board meeting?
      * Vince: Would be willing to wait until the next board meeting to discuss.
      * Veronica: This will be on the agenda.
      * Vince: Fyi; RAA is the Riverwest Artist Association, the non-profit that owns the building(s). The gallery part of the building(s) is property tax exempt, the east building is property taxed and has apartments above and the apartment on the first floor is the space suggested for our restaurant. RAA started the Riverwest Art Walk in 1979 and out of that evolved the Art Cart Race which is now part of Center Street Daze, (note to Banana People). RAA purchased the Jazz GAllery, their building, in 2008. RAA at the present time is the host organization for Riverwest Radio, our 501(c3) non-profit low power FM radio station.
* Other
  + Storefront table transition (5 minutes)
    - Veronica: How does the WC feel about it?
    - Ousia: Great opportunity in a transition to a new Inventory Coordinator. Would like to do some research.
    - Paula: Think it’s worth looking into, but will take work to maintain a welcoming environment.
    - Shellbelle: Thinks it would be cool to have a special meeting to visualize how the space could look with the potential café seating expansion and new bulk bins.
    - Karen: Excited about it, but there are some difficult logistic problems. Concerns about bringing food through while there’s people shopping in the store. Might not create an inviting space.
    - Ousia: Also door might bring in cold air while people are eating.
    - Vince: Tried to calculate how much more money we might make by having more chairs. Would be a significant increase. How many orders are carry out?
    - Rhiannon: About 50% of orders are carry out in winter.
    - Veronica: If WC is down for the change, the board gives their support. Will keep on agenda.
    - Vince: Can we okay the WC to pay someone to draw up a design?
    - Paula: Everybody wants to see something before we make a decision.
  + Marketing Position (10 minutes)
    - Karen: Different groups need to be involved in making this happen. Wonders how we can do this.
    - Collin: Is going to make the job description and talk to Resse/WC. Asked Karen to send him the email with the original proposal. Can’t be a priority right now since people are stretched thin. Might be a good project for the new year. Should we focus on the website instead for the time being?
    - Karen: We can add hours to make sure that the website gets done. Resse seems interested in creating store signage--come up with an evaluation of what she envisions and share with WC.
    - Collin: Will start talking with Resse about what next steps are to move forward in the process. Has only talked briefly with Paula and Ousia at a different meeting, but nothing concrete yet.
    - Rachel: We are following the process that was agreed upon at the retreat.
    - Veronica: We would need a solid proposal from Resse instead of having people speak for her.
    - Karen: Should she do one for temporary added hours?
    - Shellbelle: What would we want her to do marketing-wise?
    - Ousia: Will talk to Resse to work out and come up with a proposal for temporary hours that has WC involvement.
  + WC response times & minutes (5 minutes)
    - Rachel: Requested that the WC come up with a plan for sending WC meeting minutes weekly.
    - Ousia: Will brainstorm, it is important to send these out and be transparent.
    - Rachel: Happy to offer ideas with her background in project management.
    - Karen: Feels like we need to be better about getting information about the retreat to the WC before the minutes are ready.
    - Veronica: We are staying on top of these--edits are due back to her this Friday.
    - Ousia: Would be nice to get bullet points, though that would be considered the agenda itself.
    - Debbie: WC was invited, but nobody was able to come.
    - Veronica: It seems like there’s no issue with the retreat minutes, will have ready soon.
  + Announcements: (5 minutes)
    - GMM scheduled for Sunday, April 7th 2019
    - Bylaws Ad Hoc: Tuesday, December 4th 7pm @ Debbie’s House
    - Workers Collective meeting: Every Wednesday 9am @ the Co-Op
    - Communications Committee – Will email board as scheduled so people can stay in the loop.

Next meeting: **Thursday, December 20th 6:30pm** at the River Revitalization Foundation