

Member Meeting Agenda  
March 18<sup>th</sup>, 2013 //6pm to 8pm  
Location: Co-op, 1500 Burns St  
Facilitator: Christian  
Vibe Watcher: Nick

Present: Board members: Christian Russell, Ben Weiss, Terri Roberts, Nick Grener, Jess Glebke. Staff: Lacy Roberts, Kate Keller. Member/owners: Becca Titus, Anne Little, and Barrett Campbell (scribe).

### Welcome, Introductions

### Additions to the Agenda (5 min)

- Education committee will be moved up the agenda.

### Announcements (5 min) No announcements.

### Open Floor for Members (15 min)

- Lacy is considering a position on the board for the Community Food and Agriculture Coalition. This is a three year commitment and would build on the relationship with the Burns Street community.
- Anne: Devon will be running the kid's program this summer in the garden. Mike and Larry will be helping us build compost bins for Co-op use and a teaching tool for the community; they will likely be placed by the bike racks. Anyone interested in working on the compost bins should sign up to attend one of two composting workshops coming up one Saturday in April. Date TBA.

### BOD Discussion Items (55 min)

- Community Dinner Update
  - Meeting tomorrow to discuss updates
  - Thanks to member Nikki Vanek who will be making the kids area SUPER DELUXE!
- Seed Library Update
  - Anne: Fundraiser this Thursday 5-8 at the Co-op to support the Seed Library! There will be live country music, so if you play an instrument, drop by and jam with us! Membership in the seed library is \$5/household. The object of the library to create a drawer of seeds that grow well in our climate. Drawers are being custom made for our seed library that will be housed here at the Co-op. The goal will be to have the library staffed two days per week by a co-op member to orient people to the process of checking seeds out and adding to the library. **If anyone is interested in helping with the seed library database, please contact Anne... and of course, bring us your seeds!**
- Week Day Co-op Revenue & Boosting Summer Sales
  - Revenue during the week is weaker than the weekend. How can we boost sales during the week and what kind of measures can we take proactively to boost summer sales?
    - Table tents at the Bistro inviting customers to check us out. (Emily)
    - May Membership Drive: A month-long membership drive where non-members can shop. The community dinner will happen the week before – a great chance to promote!
      - If we were interested in doing a 3-6 month no-fee/share membership, Gene Bernoffski has volunteered to pay for the advertising. This set up may lead to complications with logistics.
    - BBQ set up, better and defrosted meat and buns.
      - Lacy: There are many logistics that need to be worked out before we can sell defrosted meat. There may be a great deal of spoilage if we have time limits on the amount of time we can have meat out before we are required to waste it. Could we instead offer “quick and safe defrosting techniques” or encourage people to grill vegetables and do a demonstration?
      - Tuesday nights when the CSA is here, we could host a sort of neighborhood farmer's market. Or could this also be a chance to have a community shop, where non-members are eligible to shop? **Further discussion needed!**

- Discuss with the BBB about making buns!
- Keeping members apprised of how much they need to be spending monthly in emails has helped sales.
- Tabling at the summer markets – marketing strategy to be developed.
- Should we shift our opening hours this summer? It will take several months to fill these shifts, according to the coordinators. It is difficult to predict how many people will shop in these earlier hours, how can we best present this to the membership? Survey asking who would be interested in working and how much shopping will be created.
  - What triggers could we use to establish implementation of these new hours?
    - 4 consecutive weeks of 100% attendance
    - 4 consecutive weeks of exceeding our weekly sales goal

We would like to get the membership services desk shifts filled before adding more shifts.
- Missoula Aging Services has asked Anne to provide tours of the Co-op. Demographics suggest that Tuesdays and Thursdays are slow shopping days and that 60% of the food shoppers are “older” women. **Further clarification of the Co-op’s retirement -member policy is needed.**

### BOD Action Items

- Approve minutes from February: unanimously approved.
- Report and vote on policy endeavor
  - The policy library/archive has been established – with minimal blood shed. This library is a collection of all policies that govern the Co-op and its function. The purpose is to consolidate and make concise policies that have been established in the 8 years of Co-op existence making reviewing these policies easy for members to access.
- Blueprint Board Blog Bloviater
  - April blogger: Nick, will discuss the upcoming community dinner and May membership drive.
  - May blogger: Christian
  - June: Ben will blog about the finance committee and break down what the committee is up to.
  - July: Terri
- Decide language for store signs
  - These are signs that will not change frequently and will be used mostly for education. To be discussed in email.
  - Also to be decided... what will go on the yellow wall? This is a future discussion.
- Decide Date for Annual Member Meeting (and Feb retreat?)
  - Possible Retreat: Saturday & Sunday, February 15-16, 2014 before the 2/17 president’s holiday.
  - Member meeting: Thursday October 17, 2013.

### Reports

- Coordinator (5 min) // Kate K
  - 7 new members in the past week!
  - Member services desk: the job description has been mostly completed. The focus now is getting the service desk staff familiar with their new role and orienting the cashiers and stockers to how their roles may change as well.
    - We are looking for a new computer for the membership desk
    - How can we direct people towards the desk when they enter?
    - Members please be in the habit of pulling your card at check out if you were not checked in by member desk.
  - Bulk: a new shelf will be built to accommodate our growing bulk options.
  - Props to the staff because the store has been looking GREAT!! Thanks for making everything stand out and look so wonderful and inviting.
- Product (2 min) // Terri
  - This committee is meeting tomorrow night. On the agenda is mostly planning and making signs to show some items stocked in the store that got on the shelves due to member requests. This will encourage members to make product requests.

- Facilities (2 min) // Christian
  - One more window sign is left to hang – open to ideas on location. Clay will be here Wednesday to head up on the roof. There is ongoing discussion about installing a permanent ladder for roof access. What information is available about filter cleaning requirements? Christian will follow up on this.
- Personnel (2 min) // Christian
  - Coordinator job description is in the last stages of finalization. The next step will be working on job descriptions for all the member roles and responsibilities.
  - The manner in which reviews are conducted need to be part of the Co-op policy.
- Education (2 min) // Jess
  - We need to review and revamp the orientation presentation. We're going to start with tour of the store that will include education on frequently asked questions in various departments and member-initiated actions. Orientation will then move into educational power point, followed by an invite to sign up for shifts and shop. Included additions to orientation include: education on spending money at the Co-op and what your time is worth to the Co-op, etc.
- Finance (2 min) // Ben
  - Great meeting yesterday! Main focus was planning, identifying medium and long term goals: writing budget, evaluating assets, assessing technological needs and communicating this information to the board, and tracking and developing financial ratios meaningful to decision making.
    - Receivables policies need clarification
    - We have roughly 40 vendors
    - Very long term: have an auditor at some regular interval review our books.
    - Short term: Terri is creating deposit procedure flow chart to find way to integrate board or other members into this process.
    - More research into inventory device to track an order. What else would you like to see the POS system to tell us?
    - Call to board and committees to bring financial data and needs to the finance committee. This could be applied to other committees – what sort of data do you need to maximize your function?
    - Look into USDA grants that may be available to the Co-op.
- Marketing/Outreach (2 min) // Emily
  - Emily is not present
- Member Engagement (2 min) // Nick
  - This committee will meet after the community dinner for the first time. First project will be contacting people oriented and start collecting info on the expanded hours and get loose commitments of people to cover any potential new shifts.

Next Member Meeting: April 15<sup>th</sup>, 2013