

**HARVEST BOARD OF DIRECTORS
PUBLIC MINUTES
9 JANUARY 2012**

Attending: Matt Auerbach, Annette Dufer, Stephanie Golas, Wendy Holding, Andrew Kessel, Christina Lively, Rebecca Nemec, Diane Simpson (Board administrator), Mike St. Clair (general manager, via telephone), Christian West, Scotland Willis.

Guests: Miles Masci and Kanishka.
Meeting minutes taken by Diane Simpson.
Meeting commenced at 7:05 p.m.

Member Comment:

Miles said he loves the bulk section. Kanishka was just here to observe. Christina explained the roles of the Board and the General Manager to the guests.

Annual Meeting Debriefing

At 7:09 Annette lead the discussion about how the annual meeting went. Although it was a successful meeting, the Board felt it could be improved next year. Annette said there was a good turnout, there were some member concerns to address, and the Board received good feedback. Christina explained the purpose of the annual member meeting to the guests. Directors discussed some ideas for making next year's meeting a better experience for everyone. Here are some ideas that were batted around:

- Introduce the Board members
- Have a more proactive mediator
- Have Board members greet people
- Start the presentations earlier
- Spend a couple of minutes talking about "big themes"
- Give people information
- Share open and honest feedback
- Talk about strengths and weaknesses
- Start presentations at 6:30 p.m. Have all Board members arrive at around 6:00 p.m. to ensure that we are all there when meeting starts.
- Brainstorm ahead of time on how to answer tough questions
- More "community oriented" meeting place that unites Board & audience
- One person speak for the Board
- Specify time for Q &A; let people know the time limit ahead of time
- Have discussion about how to handle Q&A ahead of time
- Collect questions before the meeting
- Maybe send call for questions out with election materials
- Collect more questions at the beginning of the meeting
- Have a "town meeting" two months before the meeting
- Address the behavior not the person
- Tell people they can talk to directors afterwards with burning questions

ACTION ITEM Annette: Ask Steve if he would consider facilitating the annual meeting.

RSC Update

At 7:23 Christina gave an update on the Retail Strategies committee. She said in December the Board launched a feedback questionnaire. In response to a question, Mike said 2300 questionnaires went out with the Patronage Rebate mailing. Christina said an email went out also. So far the response rate is about 10 percent. Christina said the RSC will have feedback sessions and the analyze trends. The RSC is working on another item as well. Christina explained that the RSC was trying to figure out how to do outreach to Harvest members.

Andrew mentioned that there is a co-op assembly this coming Saturday. He lives in a housing co-op so he is attending. He said many housing co-ops have household memberships.

ACTION ITEM Andrew: Send out an email with the date, time and place of the co-op assembly.

The documentation survey results were tabled for now.

Tabling Schedule

At 7:27 the directors discussed the tabling schedule.

| 2012 Tabling schedule | Cambridge | JP |
|-----------------------|--------------------|-------------------------------------|
| January 11th | Rebecca & Andrew | Scotland and Kanishka |
| February 8th | Wendy & Christina | Tammy (MSCC) & Scotland |
| March 14th | Rebecca & Annette | Stephanie & Matt |
| April 11th | Rebecca & Kanishka | Annette & Andrew |
| May 9th | Wendy & Christina | Matt & Stephanie |
| June 13th | Christian & Andrew | Scotland and MSCC'er (Andrew Fish?) |

Andrew is seeking two more MSCC members to table. Rebecca can do an extra slot and Matt needs a substitute for March 14. Andrew noted: Last year January tabling cancelled due to snow.

MSCC

At 7:28 the Board discussed the MSCC. Andrew missed the last meeting, at which they had a brainstorming session about what they want to work on this year. Some ideas:

- Inreach
- Monthly polls
- Revamping the newsletter
- Basic accessibility to the minutes
- Decision or task log
- Other ways to volunteer
- Lecture series

Minutes Approval

(7:30) A director requested having the actual number of ballots counted in the minutes.

Motion: Approve December member minutes as amended.

Scotland moved, and Rebecca seconded, the motion to approve the December member minutes as amended. Approved 8-0-1.

Motion: Close Member Meeting

Christina moved, and Scotland seconded, the motion to close the member meeting. Approved 9-0-0.

The member meeting closed at 7:34 p.m.

Action Item Summary

ACTION ITEM Annette: Ask Steve if he would consider facilitating the annual meeting.

ACTION ITEM Andrew: Send out an email with the date, time and place of the co-op assembly.