

**HARVEST BOARD OF DIRECTORS  
PUBLIC MINUTES  
11 JUNE 2012**

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

Meeting minutes taken by Diane Simpson  
Meeting commenced at 7:05 p.m.

**Agenda Review**

At 7:06, the Board reviewed the agenda for the public session.

**Member Comment**

No members were present and therefore there was no member comment.

**GM Report**

1. Facebook Update – Harvest has reached the 1000-follower level this month. This is an important milestone for the co-op and we appreciate the support from our followers.
2. JP Bus Route Update – We have learned this week that the proposed elimination of the bus stop in front of the JP store will NOT happen in the immediate future. The MBTA contacted Peter Shanley from the JP Gazette (who contacted Chris Durkin) and told him that they will be keeping this important stop in service. This is great news for our members and customers.

**Election Committee**

The election committee offered this update:

The election packet is:

- Complete, posted on website, and available to candidates
- “Meet the Board” sessions have been scheduled.
- The Harvest Times listed outreach for the Board call for candidates, which is also on the Harvest website.
- There are three open seats up for election.
- The Board briefly discussed how they could do more outreach to find additional candidates.

**Retail Strategies Committee Update**

The Retail Strategies Committee offered this update:

- We seek to do outreach to local communities around the new Harvest locations
- MSCC has compiled a list of community groups in JP
- RSC requested that the board review and edit the outreach letters.
- The Board will give the letter to management to send to the community groups.

- The type of follow-up would depend on what the group is interested in

### **MSCC Update**

The MSCC offered these updates:

- MSCC is working on the Co-op Faire and also on outreach.
- There's also the bag project and the member message board.
- MSCC is discussing member assemblies to allow for more member input
- MSCC has discussed a potential member benefit: a co-op directory in which you could list your business. It would enable members to see friendly businesses they could use.

### **Collaboration Tools**

The Board discussed alternatives for keeping Board documents secure.

#### Zoho tools

This suite of tools includes Docs, discussion boards, surveys, forums, chats and a comment box. The new Comment Box feature was created to allow customers (or members) to submit comments, compliments and problems. Zoho is very reasonably priced and commonly-used set of tools. Five forums cost \$12/month and Docs are \$3/user per month. We would have to contact them for a quote since they might offer better pricing if we purchased multiple items. We would also have to look intently at Zoho's privacy settings.

#### Proboard

This free and simple-to-set-up site for discussion boards and forums makes communication happen quicker. It appears to be hosted on Proboard's site, but you can use your own domain for \$14/year. It is aimed at small businesses.

#### Microsoft Skydrive

This is like Google Docs, but files are in Microsoft format right away. It works on both PC and Mac and offers more storage than Google Docs. We would have to check the privacy and security agreements. Zoho is superior to this.

#### Doodle

This is a very simple tool that could make some of scheduling/polling things the Board does a little easier. You set up a poll and people can pick times and dates.

The Board discussed price factors, privacy issues, integration with Google Docs, monitoring message boards, having a listserv, and also having an electronic portal instead of a paper comment book for customer comment.

**ACTION ITEM** Stephanie to follow up on her presentation on Collaboration Tools and get a quote on Zoho.

**ACTION ITEM** Andrew to send a message to the CGIN list and find out what collaboration tools other co-ops use.

### **Tabling**

The Board discussed tabling for a couple of minutes and assigned people to new slots.

The Board discussed the educational articles that were in the packet, *From Conflict to Wisdom* and *Meeting Guidelines for Guests*.

Board members agreed that the Board wants to offer important information to members, and be as transparent as possible.

The Board also discussed the fact that most co-ops keep that some issues/discussions confidential such as as contract negotiations (including real estate transactions), personnel issues, and some financial data.

The Board discussed ways to balance the need to keep some information confidential with the need to involve members more in future big changes.

**ACTION ITEM** Christina to write to CGIN and ask, “What do you do when your lease is ending?”

### **Member Location Meeting Recap**

The Board discussed the June 4 member location meeting at length.

Key take-away points from the meeting

- Members want more information, and involvement especially around big changes
- The Board needs to help members understand what information they can expect, and what information co-ops generally keep confidential, and what involvement members can have.

Harvest shoppers received a product survey in the Member Appreciation newsletter in June.

Follow-up: Chris Durkin sent out a survey in the Member Appreciation Day newsletter.

**ACTION ITEM** Andrew and Scotland: Look over the “Communication to Members” policy in the Policy Governance document.

**ACTION ITEM** Andrew: Write a “Board reaction to the meeting” story for the next Harvest Times.

**ACTION ITEM** Andrew: Write a response to members.

### **Minutes Review**

Minutes were reviewed and edited.

**Motion: Approve May public minutes as amended.**

The motion was moved and seconded. Approved 8-0-0.

**Motion: Close Public meeting.**

The motion was moved and seconded. Approved 8-0-0.

The Public meeting closed at 8:17 p.m.

**Action Item Summary**

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