



## **November Board Meeting Recap – submitted by James Kloor**

The November 1 meeting was largely focused on hearing from our members. Member participation at meetings has been higher than we've seen in prior months, even years, and shows how engaged our members are in their Co-op. Some came after attending the Annual Membership Meeting, others after they read the article posted on the Lost Coast Outpost, and familiar regulars were present as well.

What was apparent to me in the comments and discussion of the board is the need to affirm our commitment to transparency, and to rebuild trust between the board, employees, and members. Members gave many ideas on how to improve transparency and increase engagement; from posting recordings of the meetings on our website, to recording board meetings and making them available to watch on YouTube, and to include the financials on our website. All of these are ideas that the board referred to various subcommittees, namely the Finance Committee, and Member Action Committee. Expect to see movement on these ideas in the coming months. Please know, members are always welcome at the Finance Committee meetings. They are held quarterly; our next meeting is Thursday, November 29. Be sure to check the Co-op calendar for meeting dates and access to agendas/minutes.

All the above address transparency, and the board still needs to tackle trust between members, employees, and even fellow board members. There was something of an information vacuum while the Co-op was without a controller, and Retail Financial Specialist (RFS) were still coming on board to manage the accounting and reporting. This forced Staff and Board to work without critical information, and while we're getting that information now, we have to make up for lost time, and rebuild trust in the documents provided. RFS has a lot of incredibly talented, knowledgeable accountants on staff, I've never felt more confident in the financials we're getting than I do now.

Enthusiasm and engagement of members is one of the reasons I was excited to join the Board of Directors almost two years ago. The ability of large groups of people to generate new and exciting ideas never ceases to amaze me. The Co-op offers the chance for member participation to directly affect the actions of the board, and the overall direction of our Co-op.

The next board meeting will take place Thursday, December 6 at the Ten Pin building (793 K Street) in Arcata. We encourage members to attend as we want to hear your thoughts regarding our Co-op. If you want more details about what happened at the board meeting, the full minutes of the meeting will be included in next month's meeting packet. You can get a copy of the board packet at the customer service desk about a week before the board meeting, or by email if you request it by emailing [emilywalter@northcoast.coop](mailto:emilywalter@northcoast.coop).