

**LAKE CHAPALA SOCIETY  
BOARD MEETING  
FEBRUARY 8, 2009**

**BOARD MEMBERS IN ATTENDANCE:** Nancy Creevan, Richard Feldmann, Mary Ann Waite, Mary Alice Sargent, Ken Caldwell

**OTHERS IN ATTENDANCE:** Roger Borg, Treasurer; Terry Vidal, LCS Office Administrator; Sherry Butler, Director, LCS Audit Committee; Jim Spivey, Open Circle technical volunteer; Barbara Merchant, heading special project on Job Descriptions and Procedures; John Rider, Audit Committee Volunteer; Kathy Price, coordinator of Sock Hop; Lynn Bishop, Recording Secretary

**ABSENT:** Richard Bailey

The meeting was called to order at 11:30 am by President Nancy Creevan.

Mary Alice Sargent asked to have "Other Business" added to the agenda prior to the Around the Table reports.

**Previous Meeting Minutes**

Spelling of Terry Vidal's name to be corrected. **Moved by Mary Alice Sargent; seconded by Rick Feldmann that the minutes of the January 2009 be approved as amended. Motion Approved.**

**Treasurer's Report** (Copies Attached)

Richard Thomas has agreed to assist the Treasurer, and will be able to do the books if necessary. Copies of the financial report were distributed, and it was noted that the Balance Sheet shows where the money is. A draft of a working paper for Profit and Loss Budget Performance was also distributed and reviewed.

- Column in green is the way the report will be presented in the future.
- Areas in red are the most critical as they show where expenditures exceed the budget. Discussion of these areas should be the responsibility of the Manager of the account. Roger noted the reasons for some of the over-expenditures.
  - The Spanish class registered more people than expected requiring the purchase of more materials.
  - Much of the over-expenditures are in the Administration area and includes money spent in advance for planning the Sock Hop and expenditures made for the Children's Art Program that was not budgeted for. Income from the Sock Hop will be put into the Administration budget. Also included in Administration is payroll, benefits and contract services.
- Rick Feldmann requested that Diane Brisse and Curly Lieberman be invited to attend the next Board meeting and report on the Spanish program at LCS.
- Nancy Creevan suggested that another column indicating the % of budget spent as of each month would be helpful.
- Last year there was a one-year budget, which was not broken down by month. This year reports will be presenting actual expenditures compared to the budget for 3-month periods.
- Terry suggested that since expenditures exceeding budget are highlighted that the areas with income exceeding that budgeted should also be highlighted.

**Moved by Rick Feldmann; seconded by Mary Alice Sargent that the Treasurer's Report be accepted as presented. Motion Approved**

**Terry Vidal's Monthly Report**

- He does not think any further outside computer assistance is required. **ACTION: Nancy to notify Samy that Terry will now be performing computer backups.**
- WiFi is up and running with 34 unique users and 4 people using it consistently. To date there has not been any abuse but there are some users verging on abuse. When the password and instructions are changed this week Terry will be requesting that if people are going to download large content that they do so prior to 9:00 am and after 2:00 pm. It was also noted that some

users are using the LCS electricity. In the instructions for use of WiFi Terry will request that people recharge their computers somewhere else so that LCS electricity is not being used. WiFi has been extended to the Sala and the entire grounds.

- Library computers: Terry advised that there is upgraded software available for approximately 35 USD that would help the Library volunteers. Ken Caldwell stated that the Library committee should be encouraged to have procedures in place for purchasing books from various areas and for purchasing things such as the upgraded software.
- The membership database has been completed and members can now pay up to five years in advance. All members have been marked as Life or Regular members and these are being tracked. There are currently 12 Life members.
- A staff meeting was held with all paid staff in January to discuss job descriptions. Terry noted that a past staff problem continues to be an issue and he suggested that at some point this should be discussed as it can cause a lack of trust and can diminish loyalty and the desire to do a good job. Staff seemed to appreciate the discussion regarding the job descriptions as they originally had the feeling that the job description was the same as a contract.
- A phone call and e-mail have been received from a professor at the University of Leon who wants to bring a bus load of English students here and would like to arrange for them to meet with small groups to practice their English. He offered to have the students reciprocate by having our members practice their Spanish and Terry felt that this would be a good opportunity for the Conversational Spanish class members. **Terry was given Board permission to proceed with plans for the visit.**
- The office is fairly limited as to space and there is concern that there might be problems with people using the computers who are not completely familiar with them. In response to Terry's question as to what extent the Board would like him to monitor and assist in the use of the computers Nancy indicated that the Board would like him to ensure that everything is working well. She also asked if it would be possible to have "read only" access to the Amiga program. **Terry will see if this can be done.**
- One of the staff has requested all his vacation pay at this time and Terry requested feedback on how vacation time is handled. Policy has typically been that employees take off time during Semana Santa (Easter week). In the past staff who needed money have requested a loan. Terry indicated that he would like to discourage staff from taking money instead of vacation time and he will add this topic to the agenda for the February staff meeting. **Rick Feldmann, Mary Alice Sargent and Terry Vidal will meet to discuss vacation time policies.**
- The directory table volunteers have requested a list of businesses that should be allowed to have directories. Terry should notify the volunteers that the policy is that Tod Jonson will distribute directories to the advertisers and this will continue.
- Terry suggested that the Board start a "Wish List" column to be included in each newsletter.
- Board members were reminded that the Office Administrator's probationary period ends on February 28<sup>th</sup>.

### **Report from Audit Committee Chair – Sherry Butler**

Sherry Butler, Chairman of the LCS Audit Committee introduced John Rider, a welcome addition to the Audit Committee replacing Janet Reichert who resigned for personal reasons. Sherry explained that John has an extensive background in administration and finance which are of great benefit to the committee.

Sherry then reported that there have been some questions as to the independence and structure of the Audit Committee, which need to be clarified.

She stated that the Audit Committee has prepared a DRAFT of its mission, structure and operations which she provided to the Board (Copy Attached).

The Audit Committee requested that the draft be posted on the Bulletin Board, displayed on the front page of the LCS website and put into the March newsletter in order to provide the membership the opportunity to review it and offer comments before the end of March.

Once finalized, Sherry requested that the document be displayed in a new permanent section of the LCS website entitled "Audit Committee".

#### **OLD BUSINESS:**

##### **Approval of 2009 Budget: Rick Feldmann**

- After the detailed budget presentation last month the only outstanding item was Student Aid. Mary Alice has now met with Coralie White and the bottom line required is \$130,000 pesos annually.
- Direct ad sales are more than anticipated. The directory contains 14 full-page ads, 12 half-page ads, and 15 quarter-page ads. Due to the higher than anticipated sales the amount for Student Aid has been increased to \$180,000 pesos annually.
- This is a tight budget showing \$1,080 pesos over expenses but unless something disastrous occurs this should be sufficient.

**Moved by Rick Feldmann; seconded by Ken Caldwell that the budget be approved as presented. Motion Approved.**

##### **Policy on "Comp Time": Rick Feldmann**

- Copies of a draft policy regarding "Comp Time" were distributed and it was suggested that the draft be discussed at the next staff meeting. Reasons for the policy include the fact that because of the law the employees need to sign something when they take "comp time". Also, there should be a limit on the amount of time that can be accumulated as "comp time".
- Terry agreed that it is good to limit the amount of time but felt that requiring employees to sign for their time is making it very formal. He wants the staff to know that if they are putting in the time they will get something for it. However, he also wants to know when they are taking time off. He wants to have a firm level of understanding with the staff that this is what it is going to be. **Terry will talk to the staff regarding this policy and will report back to the Board at the next meeting.** Nancy noted that staff should also be informed that we need to know when they are not coming in because of illness.

##### **Sock Hop Status: Mary Ann Waite**

- Mary Ann introduced Kathy Price who is in charge of the Sock Hop. Kathy has two volunteers who previously ran a restaurant who have taken over the organization of the food.
- The volunteer DJ will be providing his own equipment.
- Ticket sales have been slow to this point. One of the problems might be that all the posters that the Board paid to have printed have been torn down. Sandy Feldmann has sent articles to the Guadalajara Reporter and Nancy suggested that it might be necessary to pay for an ad in the Guadalajara Reporter.
- Mary Ann indicated that she would like to be able to say, in writing, that the money from the event is going to be used for upgrading the sound system. Nancy agreed that the sound system is required but has concerns regarding advertising that money will be used for specific things in case it is needed somewhere else. Ken Caldwell felt that there is nothing wrong with planning and committing money to something that will add to programs, lectures etc. Kathy agreed that there should be some sort of justification for having a fundraiser and the membership would likely understand if something unforeseen happened in the future that required that the money be used elsewhere.
- Terry indicated that he feels that fundraising and new ways of getting income should be an on-going concern to the Board and should be a high priority for them. **This is a matter for "New Business"**. Nancy suggested that the Board also needs to get into discussion regarding grants and donations.
- Mary Ann reported that she has purchased 60 new tablecloths in different colors.

**Action: Mary Ann to look into deadline for placing an ad for the Sock Hop in the Reporter.**

Mary Ann suggested that volunteers sell tickets for the event in front of places such as Super Lake. She also distributed tickets to each board member to sell.

**Directory Ad Sales 2009: Rick Feldmann**

Discussed earlier.

**Frieda Stein's Banned Dog: Nancy Creevan**

- This dog was banned from the grounds two years ago as it had bitten two people; however, she is bringing it on the grounds again. There are two issues here: one is the dog and the other is where she is conducting her business. (She is BUPA Insurance rep on campus.) **Action: Find minutes of meeting when the dog was banned.** It was noted that the only policy regarding dogs is that they be on leashes but there needs to be a policy that deals with what the Board can do if there is an aggressive dog on the grounds. There is also no policy on how people use the facility.
- Kathy suggested that if there was a list of rules for using the facilities these could be posted in various places. **Action: Defer to Barbara Merchant's presentation on policies.**

**Membership Status: Mary Ann Waite**

- Current membership figures:
  - Family: (2, 3 or 4 people): 964 for a total of 1966 people
  - Single: 808
  - Life Members: 12
  - Associate Members: 69
  - Total paid memberships: 2855. Last year at this time there were 3,185 members. Therefore, there are 330 less members than this date last year.
- The numbers are down but income is higher because of the dues increase implemented for 2009. Membership, not including Associate members, at this same time last year was 3167 and in 2007 it was 3157.
- Discussion followed regarding some of the reasons for the membership being lower this year and also regarding the fact that it is important to have someone at the membership table every day. It was pointed out that due to lower activity at this time of year it is difficult to get volunteers at the membership table and in other areas. The suggestion was made that perhaps volunteers who work at the Information table could be cross trained to do membership so that at slow times only one volunteer would be required. It was noted that there could be some problems with this idea. **Action: Ed Farnsworth, Membership Director, will speak to Barbara Madren, Info Desk Director, regarding this issue.**

**NEW BUSINESS:**

**LCS Audio Equipment: Jim Spivey**

- Jim Spivey was introduced. He has copies of the video of the Special and the Annual meetings of Dec. 11, which he will give LCS and he will keep the master copy.
- Discussion followed regarding what the audio equipment requirements are for the LCS. A system is required that can be moved around.
- The current amplifier is unpredictable. Open Circle is at the point of buying an amplifier and Jim suggested that if the LCS were to purchase the same type then both groups would have a back-up if required.
- Jim strongly recommended that an inventory be taken of what the LCS owns and looking at what it is you want to accomplish and do in the future. **Action: Ken Caldwell to work with Jim Spivey on doing an inventory of current equipment.**
- Mary Ann suggested that a prioritized list of requirements, and the prices, be compiled. Jim noted that he thinks the requirements are speakers; wireless mics; and an amplifier. The cost should be around \$5,000 pesos for the package. A new projector and screen should also be purchased.

- Discussion followed regarding concerns about use of the equipment when the facility is rented. Equipment can be broken if people do not know how to use it properly. What is required is a group of volunteers who would actually work the equipment for groups using the facility.
- Jim pointed out that security is also an issue that needs to be addressed in the future.
- **Nancy requested that computer related equipment be included in the inventory.**
- A new projector bulb is required at a cost of approximately 350 USD. It was suggested that groups using the projector should pay a rental fee for it.

The meeting recessed from 1:40 – 1:50pm.

**Policies/Procedures/Job Descriptions: Barbara Merchant (Copies Attached)**

- Barbara and Terry have been working on job descriptions for paid employees. They met with the employees to discuss what the employees felt their job was as compared to what Terry and Barbara felt the job is. Copies of the draft job descriptions and a chart showing what policies are available were distributed for review. A form was developed to use for writing job descriptions and it can be used for paid staff, elected members and volunteers.
- Terry noted that clearly policies and procedures are out of date. The next step will be to create policies that are lacking and delete policies no longer required.
- Nancy inquired as to whether there has been any discussion about evaluations after job descriptions are approved. Terry replied that evaluations are the next step.

**Changing Website on “Governing Documents: Rick Feldmann**

- Rick would like one site on governing documents and wants to simplify the site. The original constitution and the by-laws from 1999 will be used.

**Bylaws Status: Ken Caldwell**

- Discussion followed regarding the status of the bylaws.

**Draft Budget and Accounting Policy: Roger Borg (Copy Attached)**

- Copies were distributed for review and future discussion.

**Facility Use Fees: Rick Feldmann & Roger Borg**

- Rick set up a program to issue invoices to facility users.
- The list of groups that have paid, and those who haven't, was reviewed.
- It was pointed out that there is a policy that states there is to be no business conducted on the grounds and there is currently a problem with a facility user conducting business in various areas of the grounds instead of the office. This was discussed and it was suggested that this needs to be reviewed and a policy written to cover it. According to the current policy people are not allowed to use the grounds for services they are charging a fee for. **Action: Nancy to check that the doctors doing skin testing are informing patients in advance that the test is free of cost but there is a charge if any work is required.**
- Groups paying one year in advance will be given the 13<sup>th</sup> month free.
- Discussion followed regarding whether all types of groups (for profit and not-for-profit) should be charged the same fees. **Action: An inventory to be done of the types of groups using the grounds, and whether they are LCS sponsored or not.**

**Fundraiser by Improv Group: Nancy Creevan**

Michael McLaughlan approached Nancy with the proposal of a fundraiser for LCS by Spanglish Inquisition. They would keep 15% of the proceeds and LCS would receive 85%. This would be held on March 21<sup>st</sup>. **Nancy Creevan requested clarification as to whether they intend the proceeds to go to the Library or to the LCS in general. She also would like to know what sound equipment they will require.**

### **Handymail Using LCS Mail Box: Mary Alice Sargent**

- On several occasions Handymail has used the LCS mail service to send returned mail to the US. Discussion followed regarding a business using the mail service, particularly if he is receiving income for this and the LCS is providing the service, even though the owner of Handymail is an LCS member.  
**Action: Ken Caldwell to speak to him and get his side of the issue.**

### **Plans for 2010 Directory: Nancy Creevan**

- Nancy has not spoken to Tod yet to see if he is interested in doing any part of the work for the 2010 directory. If he is interested in doing the advertising again there would be someone appointed to do the administrative part of the project.
- Sherry Butler indicated that there is a possibility of another LCS member who might be interested in taking over the directory.
- Terry noted that he feels costs for the directory can be reduced if advertisers are required to provide the art work for their ads. Currently LCS is paying the printer to do the art work and we are diminishing our profits because of that.

### **OTHER BUSINESS:**

- Mary Alice has been approached by someone who is interested in developing a list of bilingual workers such as gardeners, maids, plumbers etc. This would not be intended to be recommendations for people/services to use but just as information. Nancy pointed out that regardless of any disclaimer we put on anything some people are still going to think that the LCS is recommending these services. **Action: Mary Alice will respond, in writing, to this person and indicate that at this time the Board does not see a need for this service.**

### **AROUND THE TABLE:**

#### **Sherry Butler:**

- Asked that the Audit Committee have a separate section, marked "New", on the LCS website.

#### **Ken Caldwell:**

- He has decided to take Lorraine of Estrellas B&B up on her offer to paint the front wall facing 16 de Septiembre and they have decided on a color.
- The tree outside the fence on 16 de Septiembre requires work and Ken will speak to Roberto from Chapala Tree Services to see what can be arranged with him regarding this service. Perhaps we can arrange something that will help advertise his business in return for his tree work. Terry reported that he has had feedback from the gardeners indicating that they do not think they should be expected to do major tree work. Their work will be limited to 3 meters off the ground.
- An inventory of assets, including tables, chairs, filing cabinets, etc. is being done. Terry stated that when the inventory of electrical outlets etc. is being done he has a GPS to use.
- Ken reminded Board members that for some time there have been work orders available to be used for reporting issues around the grounds.

#### **Mary Ann Waite:**

- She will be finding someone to translate and protocolize the minutes of the Special and Annual General meetings of December 2008.
- Darryl Tannenbaum (of the Lake Chapala Review) has a magazine out entitled "Points South" and she suggested that these be sold at the LCS. They would sell for 50 pesos and 20% of each sale would be given to the LCS. These will be sold on a consignment basis.

#### **Terry Vidal:**

- Nothing further to report.

#### **Rick Feldmann:**

- There are books, electronics etc. around that the Board should consider trying to sell.

**Mary Alice Sargent:**

- She recently had a Faculty meeting with the WEC teachers and they made some preliminary plans for Student Recognition Day for May. Some type of certificate will definitely be given to the students.
- Preliminary plans have been made for preregistration for summer classes.
- Coralie has 6 people on the waiting list for student aid.
- Spanish classes seem to be running well.

**Ken Caldwell:**

- Membership cards are now being checked for Sala events such as movies, lectures, etc. and he requested that the OD be at the activity ½ hour in advance in order to check memberships and collect fees from non-members. The charge for non-members is 20 pesos. Discussion followed regarding suggesting Associate Memberships to non-members who wish to attend these events.

**Moved by Ken Caldwell; seconded by Mary Ann Waite that the Association Membership fee now be 100 pesos per month. Motion Approved**

**Action: Mary Ann to ensure that Ed Farnsworth gives this information to the Membership table volunteers.**

**Terry Vidal:**

- He will be meeting next Wednesday with Service Desk volunteers. One of the agenda items will be retraining for Post Life. **Board members to send Terry suggestions for other topics they would like discussed at the meeting.** Nancy suggested that Terry find out how the volunteers would feel about handling membership during the "low season".
- Terry suggested that the Board should be looking at how the Spanish teachers are being paid. Currently it is a 75/25% split from registration fees.

**Nancy Creevan:**

- Diane Breezy has resigned. She will be helping with the transition but we now need to be looking for a new co-director for the LCS Spanish program. Mary Alice noted that it is important to advise possible volunteers that there is a time commitment involved. It was agreed that LCS has to ensure that we are offering the best product available for Spanish lessons. The question was raised as to whether we are currently doing evaluations of the program.

**Moved by Ken Caldwell that the meeting be adjourned at 4:15pm.**

Respectfully Submitted,

Lynn Bishop  
Recording Secretary