

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

BOARD MEMBERS PRESENT: Nancy Creevan; Rick Feldmann; Richard Bailey, Mary Alice Sargent, Mary Ann Waite, Kenneth Caldwell, Karen Shirack

OTHERS PRESENT: Sherry Butler, Chairperson, LCS Audit Committee; Lynn Bishop, Recording Secretary

ABSENT: Terry Vidal; LCS Office Administration, Roger Borg, Treasurer

The meeting was called to order at 11:35 am by President Nancy Creevan.

MINUTES OF MARCH 11, 2009 MEETING

Moved by Rick Feldmann; seconded by Richard Bailey that the minutes of the March 11, 2009 Board meeting be accepted as presented. Motion Approved

Moved by Rick Feldmann; seconded by Ken Caldwell that Karen Shirack be appointed as a Board member. Motion Carried

TREASURER'S REPORT:

In the absence of the Treasurer, Roger Borg, the Financial Report was presented by Rick Feldmann. The following points were noted:

- 1) Administration income is under what was expected. This is partly due to a decrease in membership income.
- 2) Directory Operations: As of the end of March this is \$35,000 under what was expected. Terry has been working on a reconciliation with Tod. There is \$51,000 that Tod still needs to collect for directory ads.
- 3) Library operations are doing very well. and are \$10,000 over budget.
- 4) Roger has met with Curly Lieberman and the new co-cordinator of the Spanish program, Andy Hauck. As a result of this meeting the Spanish Program has been revised.

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

OFFICE ADMINISTRATION

In the absence of the Office Administrator, Terry Vidal, Nancy Creevan noted some points from the e-mail report sent to all Board members that require action by Terry when he returns.

Action: Terry Vidal 1) Monitor how well it will work with not changing the WiFi passwords each week. 2) Library computer issues to be resolved

Action: Board of Directors: Take some action to adopt or revise the staff job descriptions

Ken Caldwell recommended that no action be taken on the job descriptions until he has the opportunity to make a report on the maintenance of the grounds. Nancy noted that there are three (3) signatures required to sign-off on job descriptions and suggested that these three should meet together to do this. Ken indicated that he felt the Board should follow

Terry's lead as to whether this might upset the rapport developed between Terry and the staff.

Terry has requested that the Board do some research in the community regarding pay rates for comparable positions.

AUDIT COMMITTEE REPORT: Sherry Butler

Sherry butler, Chairman of the LCS Audit Committee, presented the Audit Committee Report on the Lake Chapala Society – Quarter Ended December 2008, issue dated march 31, 2009 to the Board. The Board was invited to attend the Audit Committee meeting on Tuesday, April 14 at 1 p.m. to discuss the report. Sherry stated that the report would be published April 15 on the Audit Committee page of the LCS website..

Action: Changes to the Governing Procedures will be provided to Terry.

On behalf of the Board, Nancy Creevan thanked Sherry and the other members of the Audit Committee for their work.

BUDGET COMMITTEE CHARTER: Nancy Creevan

In response to Rick Feldmann's question regarding the difference between a Charter and policies and procedures Mary Alice Sargent indicated that she felt that a Charter would be similar to a constitution or mission statement and policies and procedures would be how the mission statement etc. is put into affect.

Action: Rick Feldmann to meet with Barbara Merchant to clarify the difference between a Charter and policies and procedures. He will email the information to the Board members.

Discussion followed regarding whether it is necessary to have items such as this approved at a Board meeting or whether approvals can be submitted by individuals via email. Mary Alice indicated she felt that the more that is officially noted in the minutes, the better. Richard Bailey suggested that items could be approved by Board members via email then brought to the next meeting as a motion. Board members agreed this should be a suitable solution. Ken Caldwell felt that if there is going to be discussion on an item it should not be via email or behind closed doors. Board members agreed but it was noted that the Board also does not want to have meetings that are five hours or more. **This item was tabled until the next meeting.**

LOW SEASON HOURS OF OPERATION: Richard Bailey

Richard presented a chart compiled by the various departments for a two week period indicating the amount of activity occurring in their departments between 1:00 and 2:00 pm. He noted that some of the data was scarce but overall the chart shows that there is a considerable amount of business during those hours in at least one of the areas every week day. There is enough information to indicate that there is less activity on Saturdays during those hours.

Moved by Richard Bailey; seconded by Rick Feldman that the LCS close at 1:00 on Saturdays. Motion NOT approved.

During discussion it was noted that the Board should be encouraging people to come to the LCS more during the hours of 1:00 to 2:00 pm. It could be pointed out to members that they will receive better service when there are fewer people on the grounds, and there would be better parking during these hours. It was also suggested that more special events such as the book sale be held on Saturdays. The suggestion was made that more events with food available should be held. It was also noted out that some of the events have not been well advertised

Action: Board members to ensure that when there are special events in their areas they get advertised in the Reporter, website and newsletter.

MEMBERSHIP STATUS: Mary Ann Waite

Total membership is now 2985. This month there were 31 new members, compared to 37 last year; 30 renewals this month compared to 60 last year and there were 8 associate members both this year and last year. The associate memberships are not included in the total number of members. Mary Ann reported that she gets many queries as to why there is a separate price for couples and singles. Nancy pointed out that there is a line in the Constitution that states "individual, family and honorary members".

LIBRARY UPDATE: Ken Caldwell & Karen Schirack

Ken reported that the Library Administration Committee is in charge of operating the library, including ordering of books. Some volunteers have expressed concern that they do not know who to go to with questions that need to be addressed. Ken is developing a Question & Answer sheet that will have 10 questions and short answers for each. This will be posted in the Library. It has also been requested that Library financial reports be done.

Action: Financial reports for the Library will be done each month.

Rick Feldmann noted that the Library is under budget and asked if they are buying books. Ken indicated that they are buying books but some fine tuning is required on how we get the books here. Ken reported that there will be a demonstration, on a Saturday, so people can see how the Kindle electronic book/video device works. In response to Rick's question of whether the use of the Kindle is something that the LCS should be looking at for the future Ken indicated that yes, LCS should look at this for the future but at the moment there are copyright problems.

There are desktop readers designed specifically for newspapers and it looks like this might be something the LCS might be able to do. We want people to start looking at how information is disseminated and show that LCS is having to look at new ways of doing things.

Richard Bailey suggested that for the audio books there could be a small computer available with I Tunes access and he could put audio books he has on a memory stick and bring it in.

Action: Richard Bailey to discuss this with Jean Dressler.

SHUT DOWN PERIOD UPDATE: Ken Caldwell

Ken reported that when the LCS grounds reopens on Tuesday, April 14th he will be there every day that week and will spend one day focusing on each individual area to help them with problems/questions that may come up from the relocation. He noted that in theory the moves may seem intimidating but in practice he feels they will work. Sherry Butler indicated that there may be items in the Audit Report that Ken will be addressing with the moves. Ken requested

that Board members come to the grounds at their regular designated time. He also requested that if any members have issues regarding what is being done they should put it writing and address it to Ken.

Action: Mary Ann Waite will take over updating the volunteer list and will send it to everyone requiring it.

ACTION ITEMS FROM LAST MEETING: Nancy Creevan

In an email sent to Board members prior to the meeting Nancy suggested that if the person responsible for an action item is ready to present a report that will be included on the agenda. Items requiring a short answer can be reported at the meeting. Nancy suggested that in future the action item list be an attachment to the minutes. Mary Ann felt that action items should go on the agenda as old business but it was pointed out that not all items will be required on the agenda.

Mary Alice Sargent reported that she has met with Curly, Andy and Roger and they are going to be thinking about increasing tuition. There will continue to be a 75%/25% split although Terry has voiced some concerns about this. At their meeting it was decided that the 25% will be designated to the LCS general fund rather than to Student Aid. There is an issue with teacher salaries and they are leaning towards paying by student rather than by class. Another meeting will be held soon and Terry will be invited to attend.

NEW BUSINESS:

CONRAD LABLANC'S OFFER TO LCS: Nancy Creevan

Nancy reported on Conrad Leblanc's proposal to lead the Board through Structure & Governance and have a finished product in a short time. Ken pointed out that the most important thing for the Board is the administrative structure, and this will impact how the Board governs and manages on a daily basis. Mary Ann noted that one of the things she learnt from his presentation was that the Board is here to govern, not to manage. Ken noted that even though the Board is governing as a group, members can still participate in operational matters.

Moved by Mary Ann Waite; seconded by Richard Bailey that the Board accept Conrad Lablanc's offer of service and that the Governance Structure Work Document be adopted in principal. Motion Approved

During discussion Nancy indicated that she has some questions regarding Terms of Office and felt this would require a by-law change. Richard Bailey felt that if officers are rotated this would make it very difficult for anyone to move through the offices. It was pointed out that the role of Vice President would be to move into the presidency. Rick Feldmann noted that it is important to make sure we go through the process as a whole Board and hope to have it completed by the end of the term. If the Terms of Office are going to be changed a by-law change is required.

Brochure For Student Aid: Sandy Feldmann

Sandy Feldmann joined the meeting and distributed a draft of the Student Aid brochure. She noted that the first and last page will remain the same for brochures for all areas. Some concerns were raised regarding the statement "donations are tax deductible" and "to sponsor a student". It is necessary to give information regarding costs but the wording must ensure

people understand they are donating to a Student Aid fund and are not sponsoring a student. Ken indicated that in general the concept of the brochure is excellent but there are some questions about content. Richard indicated that he feels that after the brochure is amended it needs to go back to Mary Alice for approval.

Moved by Ken Caldwell; seconded by Richard Bailey that Mary Alice Sargent be authorized to spend up to \$5,000 pesos for the Student Aid brochure and that she be authorized to have it printed once she has approved the text. Motion Approved

In response to Sandy Feldmann questions regarding the upcoming Recognition Day Mary Alice reported that this year there will be changes to the certificates and other things that will make it a much better event.

AUDIT COMMITTEE REPORT RECOMMENDATIONS: Rick Feldmann

Board members will meet with the Audit Committee on Tuesday, April 14th at 1:00 p.m.

AROUND THE TABLE:

Ken Caldwell: There is currently a dog policy in place that is not being enforced at all times. The policy states that dogs must be on a leash and are not allowed in buildings. The policy will be amended to also read "you are responsible for your dog's excrement and the dog's conduct". Anyone not adhering to the policy will be spoken to once. If the behavior continues that dog will be banned from the LCS grounds. This information will be provided to all volunteers and will be published for all LCS members.

In the past the function of the Information Desk was to provide information regarding the LCS. However, Information Desk volunteers seem to be providing information regarding "Living at Lakeside" and this policy should be discussed.

Action: Ensure that the policy regarding dogs is forwarded to Barbara Merchant.

Mary Ann Waite: Expressed concern regarding the number of extra duties that have been added to Terry's job. Board members should be careful about scheduling him for things after his regular work hours.

Action: At a future date, evaluate, with Terry, the type of activities that he is being asked to do.

Rick Feldmann: Reported he is still looking for policies and procedures that were approved. The Finance Committee has been discussing how much financial information needs to be published on the website. They feel that less detail can be published and a note included that states "if you want to see detail make an appointment to meet with the Treasurer".

Rick reminded Board members that Audit Committee members are authorized to be present at Board meetings during "closed sessions".

Mary Alice Sargent: Mary Alice distributed invitations to Board members to attend the ESL Student Recognition ceremony on Saturday, May 16th. Each Board member is entitled to bring up to three (3) guests to the ceremony.

Nancy Creevan: Nancy announced that Andy Hauck is the new co-coordinator for the Spanish program. A new Travel Program Director will be announced. This person has managed a Travel Agency for many years. She will be away in May so will not start in the position until June. As yet there is nobody to fill the Medical Program Director position.

Action: All Board members with openings in their area should advertise these in the Classified Section on the website.

Action: Nancy Creevan will email all Board members, Audit Committee and other key volunteers with information regarding the new Directors.

A volunteer has made Certificates of Appreciation for three long time volunteers who have recently resigned. These will be presented at an appropriate time.

The meeting was adjourned at 1:50 p.m.

Respectfully Submitted,

Lynn Bishop
Recording Secretary

**ACTION ITEMS
APRIL 8, 2009 MEETING**

1. **Terry Vidal:**
 - 1) Monitor how well it will work with not changing the WiFi passwords each week.
 - 2) Library computer issues to be resolved
2. **Board:**

Take some action to adopt or revise the staff job descriptions
3. **Board:**

Changes to the Governing Procedures will be provided to Terry.
4. **Rick Feldmann:**

Meet with Barbara Merchant to clarify the difference between a Charter and policies and procedures. He will email the information to the Board members.
5. **Board:**

Ensure that when there are special events in their areas they get advertised in the Reporter, website and newsletter.
6. **Board:**

Financial reports for the Library will be done each month.
7. **Richard Bailey:**

Discuss with Jean Dressler the possibility that for the audio books there could be a small computer available with I Tunes access and he could put audio books he has on a memory stick and bring it in.
8. **Mary Ann Waite:**

Take over updating the volunteer list and will send it to everyone requiring it.
9. **Ken Caldwell:**

Ensure that the policy regarding dogs is forwarded to Barbara Merchant.
10. **Board:**

At a future date, evaluate, with Terry, the type of activities that he is being asked to do.
11. **Board:**

At a future date, evaluate, with Terry, the type of activities that he is being asked to do.
12. **Board:**

Ensure that openings in their area are advertised in the Classified Section on the website.
13. **Nancy Creevan:**

Email all Board members, Audit Committee and other key volunteers with information regarding the new Directors.