

# LCS Board Meeting Minutes



10:00 AM, Thursday, September 15th, 2022

In person and by Zoom video due to members traveling

## **Members Present:**

**President - Stephen Irvin Balfour (2nd term to 2024);**

**Secretary - George William Radford (3rd term to 2024);**

**Director - Hunter Lee Johnson III (1<sup>st</sup> term to 2023);**

**Director - Christy Carter Caldwell (2nd term to 2023);**

**Director - Richard Joseph Chase (2nd term to 2024);**

**Director - Yolanda Martínez Llamas (2<sup>nd</sup> term to 2024);**

**Director - Larry John Barnhardt; (2nd term to 2023);**

**Director - Leigh Ann Manheim (1st term to 2024).**

## **Members absent:**

**Director - Gregory Kyle Custer (1st term to 2023);**

**Treasurer - Andrew Timothy Boardman (2nd term to 2023);**

**Past President - Carole Jeanne Wolff.**

## **Vacant positions:**

**Vice-president - (2nd term to 2023);**

**Director - (2<sup>nd</sup> term to 2023)**

**Director - (1<sup>st</sup> term till 2024)**

## **Also Present**

**Luis Francisco Pacheco Camara, Executive Director**

**1. Call to Order: Steve Balfour, President, at 10:17 AM.**

**2. Determination of a Quorum:**

There was a determination of a Quorum with eight of ten voting members present.

**3. Adoption of Agenda:**

Motion: M/S/C Steve Balfour/George Radford to approve the September 15th, 2022 agenda. The Board unanimously approved. Motion carried.

# LCS Board Meeting Minutes



10:00 AM, Thursday, September 15th, 2022

In person and by Zoom video due to members traveling

## 4. President's Report: Steve Balfour

### ● Customer Service:

- Steve Balfour recommended a continuous focus on customer service is so important it deserves to be a standing Board Committee.
- **Motion:** M/S/C Hunter Johnson/George Radford to establish Customer Service Committee as a new standing committee of the Board of Directors. Dis. The Board unanimously approved. **Motion Carried.**
- Luis Pacheco reminded members the on-campus customer service volunteers are now called LCS Amigos?as rather than Docents.

### ● Community Collaboration:

- Members were reminded of the many ways the LCS supports local nonprofits through fundraising and other assistance.

### ● Community Visibility:

- Concerts in the Park
- Diana and volunteers at the Tuesday Market
- LCS Art Camp for kids

### ● Upgraded Technology:

- LCS is looking to hire an IT Manager
- LCS now has a new volunteer webmaster,
- Exploring new systems to better serve our volunteers and members.

### ● Taking Care of What We Have:

- \$200,000 mp spent on major roof repairs to the Library and Main Office areas.
- Estimates are being requested to reconstruct what will become the neill James patio

## 5. Secretary's Report: George Radford, Secretary

- **Motion:** M/S/C George Radford/Christy Caldwell to approve the minutes of the August 18th, 2022 Board Meeting. The Board unanimously approved. Motion Carried.

## 6. Treasurer's report: Tim Boardman, Treasurer

In the Treasurer's absence the report for has been delayed and will be included in next month's Treasurer's report.

## 7. Campus Working Group: Larry Barnhardt, Chairperson.

# LCS Board Meeting Minutes



10:00 AM, Thursday, September 15th, 2022

In person and by Zoom video due to members traveling

- The building assessment report has been completed for the Wilkes Center. .

## 8. Board Development Committee: Hunter Johnson, Chairperson

- A Nominations Committee recommendation report will be presented at the October Board meeting.

## 9. Mexican Advisory Council: Yoly Martinez, Chairperson

- A presentation on Diabetes detection and management was presented at the Wilkes center on September 3rd.

## 10. Customer Service Report - Leigh Manheim, Chairperson

- Leigh presented a slide presentation on customer service at the LCS.
  - Programs for volunteers have been implemented to provide volunteers with;
    - Situational role playing
    - Scripts
    - Pointers on emotional intelligence and
    - What makes the LCS a special presence at Lakeside
  - It was recommended that Board members be exposed to the customer service training at a future meeting.

## 10. Executive Director's Report - Luis Francisco Pacheco

- **Information Systems Upgrades**
  - A search for the IT Manager's position is underway.
  - Efforts are underway to document the current systems and their existing weaknesses. A report of future IT systems needs will follow.
- **Art Collection Bequest**
  - The LCS is named as beneficiary of an estate art collection. An auction of the contents is now planned.
- **LCS Website**
  - A new volunteer has stepped forward to fill the role of webmaster. Updates are now being made to the site.
  - A redesign of the website is being examined.
- **A first Aid Kit** has been made available on campus. First Aid responders have been trained in its use.

# LCS Board Meeting Minutes



10:00 AM, Thursday, September 15th, 2022

In person and by Zoom video due to members traveling

**11. Old Business: None**

**12. New Business:**

**Neil James Award:** A three person committee consisting of Steve Balfour, George Radford and Luis Pachecko was appointed to bring a recommendation to the Board at its October meeting.

**13. Adjournment:** M/S/C Hunter Johnson/Christy Caldwell to adjourn the meeting. The Board unanimously approved adjournment at 12:25 P.M..

**The next board meeting date will be Thursday, October 20th, 2022 at 10:00 A.M..**

\_\_\_\_\_ Date of Approval: October 20th, 2022  
**George William Radford, Secretary**

\_\_\_\_\_  
**Stephen Irvin Balfour, President**