MISSION

The mission of the Town Clerk’s Office is to provide quality services created and designed in response to the needs of the citizens of the Town of Normal, elected officials, and other Town Departments in an efficient, professional and timely manner.

VALUES

While the Town Clerk’s Office is the centralized location of official records and proceedings of the municipality; it is committed to be an engaging office that is progressive, responsive and hospitable.

FUNCTIONS OF THE OFFICE

The duties of the Town Clerk’s Office are set forth in the Illinois Compiled Statutes (ILCS), local Ordinances, and as directed by the City Manager.

The Clerk’s Office serves as secretary to the governing body maintaining the official records, documents, and vital statistics of the municipality, including the recording and publishing of council meetings, ordinances, and resolutions; retaining custody of the official seal; issuing licenses and permits; retaining historical records; and recording contracts and agreements, bids, deeds, and maps.

The Clerk’s Office is also responsible for providing transparency in local government. Fulfilling requests for access to public records is the greatest demand on our time, processing thousands of pieces of information as dictated by state and federal law.

The Municipal Clerk is the oldest of public servants in local government, along with the Tax Collector. The profession traces back to biblical times referred to as “Reminder” or “Remembrancers” along with many variations of the word “Clerk” throughout history and during the development of local government.
DEPARTMENT PERSONNEL AND DUTIES

ANGIE HUONKER, TOWN CLERK
Angie has served as Town Clerk since July 2017 and has been with the Town since 2014. The Town Clerk's position is administrative in nature, directing the activities of the Office of Town Clerk. Duties are extremely varied and involve the directing and conducting of all activities legally established by the Town Charter, Ordinances of the Town of Normal, and Illinois State Statutes.

THERESA DENHAM, DEPUTY CLERK
Theresa has served as Deputy Clerk since December 2019. The Deputy Clerk position is administrative and highly responsible clerical work in the Town Clerk’s Department, with duties that are complex with judgment and tact being a necessity. The Deputy performs all duties of the Clerk in the Clerk's absence.

MICHELLE RATCLIFF, OFFICE ASSOCIATE
Michelle Ratcliff has been with the Town of Normal since June 2008. The Office Associate position is responsible for keeping complex records and performing office management duties in support of the Town Clerk’s Department.

MARILYN CHOAT, RECEPTIONIST
Marilyn Choat has been with the Town of Normal since April 2005, after retiring from Country Companies. The Receptionist position is under the supervision of the City Clerk. The Receptionist is responsible for the operation of the switchboard and portraying a positive image of the Town of Normal to citizens and visitors while processing work from the Clerk’s Office, and performing special projects as assigned.

2019 HIGHLIGHTS

OVERVIEW
In 2019, work to identify efficiencies using electronic platforms continued. In conjunction with Innovation & Technology we identified four primary functions of the Office of the Clerk that could benefit from improved technology. Those areas included Freedom of Information Act (FOIA) Requests, Agenda and Meeting Management, Land Filings and Licensing. We successfully launched FOIA software in early 2019 and the implementation of software for land filings and licensing is in progress. Work continues in defining cross training opportunities, reviewing workload distribution and construction of detailed procedural guidelines within each position of the department. We continue to strengthen our communication efforts both within the department and throughout the organization. With a plan to continue these practices into 2020, we hope to eliminate performance gaps while helping to build on an already strong reputation of quality customer service.
• Expansion of Electronic Capabilities.
• Implementation of FOIA software
• Implementation of workflow process improvements.
• Extensive work in imaging historical documents and continued work in current document imaging.

MEASURABLES

998 Business Registration Renewal Letters Mailed and Processed
79 New Business Registration Packets Processed
1143 Freedom of Information Act Requests Processed
109 Resolutions Adopted by the Council
39 Ordinances Approved by the Council
85 Documents Recorded with the McLean County Recorder of Deeds
8 Legal Notices Prepared and Published for the Zoning Board of Appeals
15 Legal Notices Prepared and Published for the Planning Commission
2 Legal Notices Prepared and Published for the Uptown Design Review Commission
23 Bid Notices Published and Bids Opened (Includes RFP’s & RFQ’s)
24 Proclamations Prepared for the Mayor
24 Regular Council Meetings Attended
6 Special Council Meeting Attended
2 Sets of Municipal Code Revisions Prepared and Mailed
1 Council Public Hearings
OUR PLANS FOR THE FUTURE

- Launch of new software platform to improve land filing procedures, license applications and renewal via new electronic capabilities.
- Improvement of records accessibility.
- Addition of a Part Time Receptionist
- Continued effort in expanding electronic capabilities.
- Continued education and training in effort to obtain RMC & CMC certification for Town Clerk.