

A photograph of a quill pen resting on a scroll of parchment. The scroll is tied with a red wax seal. The quill is positioned over a glass inkwell. A red wax seal and a wooden galleypiece are also visible on the wooden surface.

2017
ANNUAL REPORT
Office of the Town Clerk

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

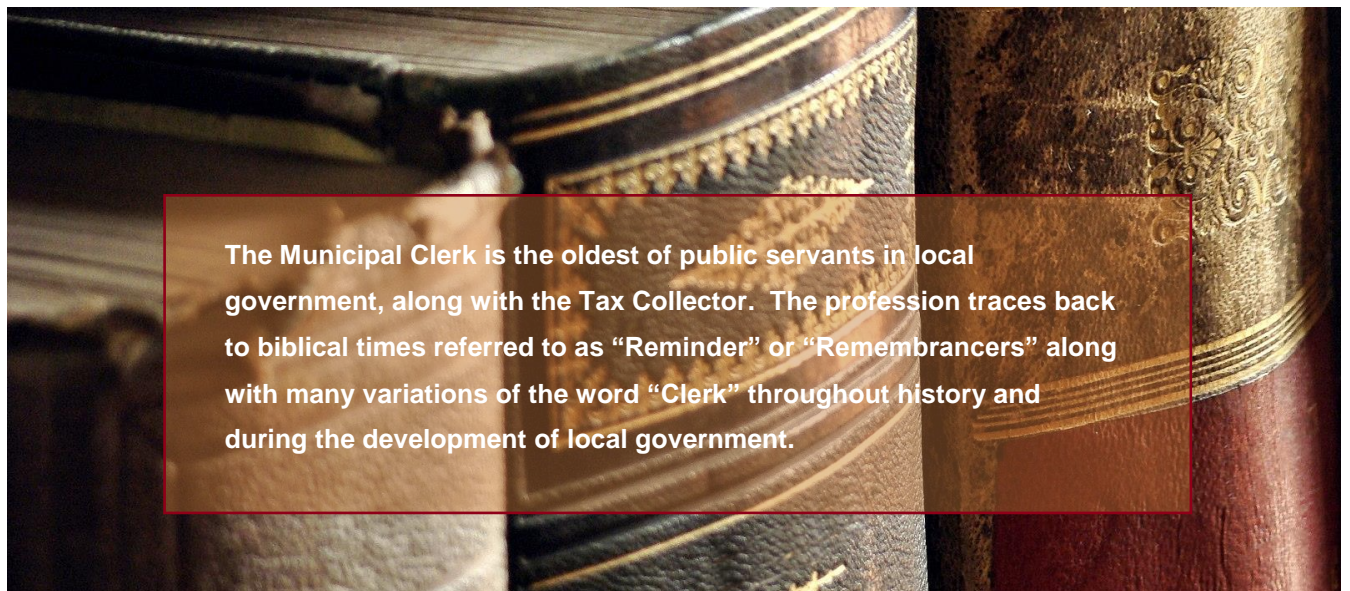
While the Town Clerk's Office is the centralized location of official records and proceedings of the municipality; it is committed to being an engaging office that is progressive, responsive and hospitable.

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, after the retirement of long time Clerk, Wendy Briggs 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.

ALISON WHITE, DEPUTY CLERK

Alison has served as Deputy Clerk since April 2017, replacing Angie Huonker as she prepared to move into the Town Clerk position.

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.

MARILYN CHOAT AND MICHELLE RATCLIFF, RECEPTIONISTS

Marilyn Choat has been with the Town of Normal since April 2005, after retiring from Country Companies.

Michelle Ratcliff has been with the Town of Normal since June 2008. Michelle serves as a Part-Time Receptionist at City Hall and as Part-Time Office Associate in the Engineering Department.

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.

2017 HIGHLIGHTS

OVERVIEW

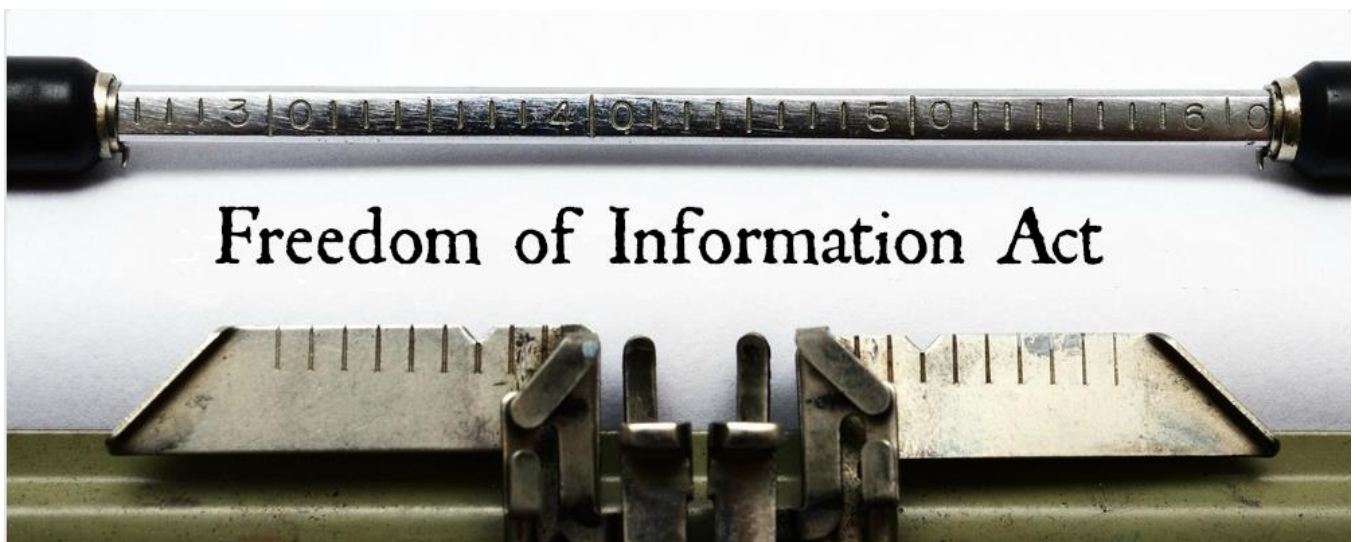
The most challenging event in 2017 was the turn-over of both the Town Clerk and Deputy Clerk positions. Work began to define cross training opportunities, review workload distribution and construct detailed procedural guidelines within each position of the department. We continue to strengthen our communication efforts both within the department and throughout the organization. With a plan to continue these practices into 2018, we hope to eliminate performance gaps while helping to build on an already strong reputation of quality customer service.

ACCOMPLISHMENTS

- Recertification under the Illinois Attorney General for Freedom of Information Act and Open Meeting Notice Act for Clerk and new certification for Deputy Clerk.
- Cataloging of historical documents and memorabilia via an ISU Intern Project.
- Implementation of work flow process improvements.
- Extensive work in imaging historical documents and continued work in current document imaging.

MEASURABLES

972	Business Registration Renewal Letters Mailed and Processed
75	New Business Registration Packets Mailed and Processed
1190	Freedom of Information Act Requests Received and Processed
161	Resolutions Adopted by the Council
49	Ordinances Approved by the Council
100	Documents Recorded with the McLean County Recorder of Deeds
13	Legal Notices Prepared and Published for the Zoning Board of Appeals
19	Legal Notices Prepared and Published for the Planning Commission
4	Legal Notices Prepared and Published for the Uptown Design Review Commission
35	Bid Notices Published and Bids Opened (Includes RFP's & RFQ's)
14	Proclamations Prepared for the Mayor
24	Regular Council Meetings Attended
1	Special Council Meeting Attended
8	Sets of Municipal Code Revisions Prepared and Mailed
5	Council Public Hearings



FUTURE GOALS

- Collaborate with Information Technology on improving land filing procedures, license applications and renewal via new electronic capabilities.
- Improvement of records accessibility.
- Continued effort in expanding electronic capabilities.
- Continued education and training in effort to obtain RMC & CMC certification for Town Clerk.

A SPECIAL NOTE

After nearly 35 years of service, Wendy Briggs retired June 30, 2017. During her tenure, Wendy attended over 550 Town Council meetings while serving under two City Managers, three Mayors and 19 Council Members.



As part of her official duties over the course of her long career with the Town of Normal, Wendy processed over 53,000 Freedom of Information Act requests, issued 27,700 business licenses, filed 4,534 Council Resolutions, processed 2,117 Ordinances, filed over 500 subdivision plats, processed 94 property annexations, issued 1,527 liquor licenses and made an estimated 1,250 trips to the McLean County Recorder's Office and County Clerk's Office to file/record documents.

Wendy developed a reputation, both locally and throughout the state, as a highly competent and professional City Clerk. Wendy also earned the respect and admiration of her fellow department heads as a trustworthy colleague who was always willing to assist them in whatever way possible.

Wendy had a profound and lasting impact on this community through her professionalism, her competency, her passion for public service, and her commitment to excellence.

We wish Wendy well and congratulate her for an exemplary career in public service, and that she be commended and forever appreciated for the many outstanding contributions that she has made to the Town of Normal, enhancing the quality of life for all Normal residents and visitors.