

1 AN ACT concerning local government, which may be referred
2 to as the At Your Service Act.

3 **Be it enacted by the People of the State of Illinois,**
4 **represented in the General Assembly:**

5 Section 5. The Counties Code is amended by adding Section
6 3-2003.6 as follows:

7 (55 ILCS 5/3-2003.6 new)

8 Sec. 3-2003.6. Service modernization and information
9 certification.

10 (a) A county clerk may authorize the use of technology to
11 execute the clerk's duties or assist in the execution of
12 certain portions of public duties, where those technologies
13 utilize commonly accepted methods of data storage,
14 transmission, and cybersecurity, and the county clerk's office
15 otherwise continues adherence to the Local Records Act, if
16 applicable.

17 (b) Where applicable law requires accepting information in
18 writing, an appearance before an official in person, service
19 of official records in paper copy, or requires a signature, a
20 county clerk may, in place of those requirements, adopt widely
21 used technologies such as video chat, secure data transmission
22 portals, and secure digital signatures to verify identity and
23 process service requests.

1 (c) A county clerk may also adopt a method of certifying
2 paperless digital copies of any record using PDF or similar
3 file delivery if the clerk's office provides for free on its
4 website an upload tool for any person in receipt of a certified
5 digital file from that office to instantly confirm its
6 authenticity. The county clerk must also maintain the ability
7 to deliver a certified paper record as prescribed by law.

8 (d) A county clerk replacing a previously paper-based
9 process or appearance method must publish notice on the
10 clerk's website, or in a newspaper of general circulation if
11 the county clerk does not have a website, and in the principal
12 office of business 60 days prior to making such a change.