
 JUDICIARY OF GUAM	Department: ADMINISTRATIVE OFFICE OF THE COURTS ADMINISTRATIVE POLICY #UJ 12-01
TITLE: SOCIAL MEDIA POLICY AND GUIDELINES	EFFECTIVE DATE: November 26, 2012
REVISED DATE: September 11, 2017	APPROVED BY: 

PURPOSE: The Judiciary of Guam is in full compliance with all federal, state and local laws, rules and regulations governing users and employees rights to communicate information and the rights of users and employees to engage in protected, concerted activity. The utilization of social media sites will provide the Judiciary of Guam with messaging tools to communicate relevant and timely information about programs and services. **This policy replaces Administrative Policy #UJ12-01 as adopted on November 26, 2012.**

POLICY STATEMENT: The Judiciary of Guam continues to seek out new avenues to promote public education within the community it serves, and will actively pursue the use of technology to communicate information to the people of Guam. This policy intends to protect the safety and integrity of the judicial officers, employees, and all customers of the Judiciary. This policy sets forth general guidelines for use of social media tools to communicate with the public, media, and colleagues to help build and strengthen working relationships.

PROCEDURE(S):

1. GENERAL POLICY INFORMATION

a. Audience

- a. The targeted audiences may include but are not limited to the following persons/groups:
 - i. Public
 - ii. Media
 - iii. Attorneys
 - iv. Judicial Officers
 - v. Judiciary of Guam Employees
 - vi. Government of Guam employees

b. Content.

- a. Content/subject matter may include but is not limited to the following topics:
 - i. Emergency information as defined in the Judiciary of Guam Emergency Management Plan
 - ii. Judiciary facility closure or delayed opening
 - iii. Juror information
 - iv. Community outreach efforts

- v. Communications with prosecutors
- vi. New Judiciary programs
- vii. Announcements of interest to the public

c. Authorized Users

- a. Authorized users of the Judiciary’s social media accounts (Admin, Editor, Moderator, Analyst or Live Contributor)
 - i. Judiciary of Guam Director of Policy, Planning and Community Relations (hereinafter “DPPCR”) or designee
 - ii. Other designated Judiciary of Guam employees.

2. GUIDELINES FOR PATRONS.

a. Purpose.

- a. The users and visitors to social media sites shall be notified that the intended purpose of the site is to serve as a mechanism for communication between the Judiciary of Guam and members of the public. The social media platforms of the Judiciary are used as a limited public forum to share selected events, activities, updates and news of the Judiciary with the People of Guam and our friends outside of Guam.

b. Prohibitions.

- a. The Judiciary of Guam’s social media sites will not allow any articles and/or comments containing any of the following forms of content:
 - i. Comments not topically related to the particular social medium article being commented upon;
 - ii. Comments in support of or in opposition to political campaigns or ballot initiatives;
 - iii. Profane language or content or links to profane content;
 - iv. Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation;
 - v. Sexual language or content or links to sexual content;
 - vi. Solicitations of commerce;
 - vii. Conduct or encouragement of illegal activity;
 - viii. Information that may tend to compromise the safety or security of the public or public systems or infrastructure;
 - ix. Content that violates a legal ownership interest of any other party; or
 - x. A comment that violates any social media's Statement of Rights and Responsibilities

c. Right To Remove

- a. The Judiciary of Guam reserves the right to restrict or remove any content that is deemed in violation of this social media policy or any applicable law.
- b. Any content removed based on these guidelines may be retained, including the time, date and identity of the poster when available.

3. GUIDELINES FOR EMPLOYEES.

- a. All Judiciary of Guam employees will approach the use of social media tools as consistently as possible and will abide by the following:
 - a. Refrain from using social media while on work time or on equipment provided for by the Judiciary, unless authorized by the appropriate Division Manager or Administrator.
 - b. Make sure that you are always honest and accurate when posting information
 - i. Comments made by Judiciary employees, even on their respective personal sites or under aliases, can affect their work/colleagues which can lead to disciplinary action.
 - c. The social media platforms of the Judiciary are used as a limited public forum, to share selected events, activities, updates and news of the Judiciary with the People of Guam and our friends outside of Guam.
 - d. Judiciary employees are prohibited from using Judiciary social media sites or any other sites that feature any articles or comments containing any of the following forms of content:
 - i. Comments not topically related to the particular social medium article being commented upon;
 - ii. Comments in support of or in opposition to political campaigns or ballot initiatives;
 - iii. Profane language or content or links to profane content
 - iv. Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation;
 - v. Sexual language or content or links to sexual content;
 - vi. Solicitations of commerce;
 - vii. Conduct or encouragement of illegal activity;
 - viii. Information that may tend to compromise the safety or security of the public or public systems or infrastructure;
 - ix. Content that violates a legal ownership interest of any other party; or
 - x. A comment that violates any social media's Statement of Rights and Responsibilities
 - b. Use of the Judiciary's email addresses to register on social networks, blogs or other online tools utilized for personal use is prohibited.
 - c. Use of Judiciary's email addresses to register on social networks, blogs or other online tools for official Judiciary business must be authorized by written consent from the Administrator of the Management Information Systems Division of the Judiciary (hereinafter "MIS").

4. ADMINISTRATION OF JUDICIARY OF GUAM SOCIAL MEDIA SITES.

- a. The Judiciary's websites (www.guamsupremecourt.com, guamcourts.org, etc) will remain the Judiciary's primary and predominant internet presences. The best, most appropriate Judiciary uses of social media tools fall generally into two categories:
 - As channels for disseminating time-sensitive information as quickly as possible (example: emergency information)
 - As marketing/promotional channels which increase the Judiciary's ability to broadcast its messages to the widest possible audience.

Wherever possible, content posted to Judiciary social media sites will also be available on the Court's main website. Any content posted to the Judiciary social media sites will contain links directing users back to the Judiciary's official website for in-depth information, forms, documents or online services necessary to conduct business with the Judiciary.

- b. The DPPCR and MIS Administrator will be responsible for the content and upkeep of all Judiciary social media sites.
 - a. Posted content that misrepresents the official position of the Judiciary on operations, policy or other related matters is prohibited.
- c. The Judiciary of Guam social media sites shall comply with Judiciary of Guam Code of Conduct and other appropriate Rules and Regulations.
- d. The DPPCR and the MIS Division will develop and update regularly a list of social media sites which are approved for use by Judiciary divisions and employees.
 - a. The MIS Division will work with Judicial Education staff to develop a social media training program consistent with this policy that can be given to Judiciary of Guam employees on an annual basis.
- e. The DPPCR and the MIS Division will maintain a list of all approved Judiciary social media site login and password information.
 - a. Division heads will inform the DPPCR and the MIS Division of any new social media sites or administrative changes to existing sites.
- f. The Judiciary must be able to immediately edit or remove content from social media sites.
- g. For each social media site approved for use by the Judiciary the following documentation shall be developed and adopted:
 - a. Operational and use guidelines
 - b. Standards and processes for managing accounts on the social media sites
 - c. Standards for the administration of social media sites

5. VIOLATIONS.

- a. The Judiciary Social Media postings will be consistent with the EEO Policies (Harassment Prevention and Sexual Harassment Policies), the Code of Conduct for Non-Judicial Court Employees and the Policy and Procedure Governing Computing and Technological Resources in the Judiciary of Guam (Administrative Policy #UJ05-03)
 - a. Inappropriate postings that may include discriminatory remarks, harassment and threats of violence or similar and inappropriate or unlawful conduct will not be tolerated and may be subject to disciplinary action up to and including termination.
 - b. Any classified employee who violates this policy will be sanctioned in accordance with Rule 11 of the Judiciary of Guam's Personnel Rules and Regulations. Any unclassified employee may be subject to immediate termination

DEFINITIONS: The National Center for State Courts refers to "social media and social computing ... [as] the wide array of Internet-based tools and platforms that increase and enhance the sharing of information" (NCSC: Resource Packet for Developing Guidelines on Use of Social Media by Judicial Employees, 2010). Some examples of social media include, but are not limited to, the following: communicating or posting information or content of any sort on the

Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity web site, web bulletin board or chat room, web application as well as any other form of electronic communication..

REFERENCES:

- Judiciary of Guam Administrative Policy #UJ12-10-Social Media Policy.
- New Media and the Courts: the Current Status & a Look at the Future, Conference of Court Public Information Officers.
- Future Trends in State Courts 2010, National Center for State Courts.
- Code of Conduct for Non-Judicial Court Employees.
- Procedure Governing Computing and Technological Resources in the Judiciary of Guam (Administrative Policy #UJ05-03).
- Judiciary of Guam Personnel Rules and Regulation

