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| **REPUBLIKA E KOSOVËS**  REPUBLIKA KOSOVA – REPUBLIC OF KOSOVO |
| **KËSHILLI GJYQËSOR I KOSOVËS**  SUDSKI SAVET KOSOVA - KOSOVO JUDICIAL COUNCIL |
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**INFORMATIONAL MEMORANDUM**

**FOR:** Kosovo Judicial Council

**FROM**: Justice System Strengthening Program (JSSP)

**SUBJECT: Manual on media and social networks utilization**

**Purpose:**

This manual is intended to provide guidance on the standards, rules, principles and responsibilities related to the utilization of social media by judicial officers tasked with maintaining and producing content on social media.

1. **Definitions**

**KJC and Court Public Information Officer (PIO):** court officers tasked by the courts with the responsibility of public information, and the public information officer tasked by the Kosovo Judicial Council with the responsibility of public information.

**Responsible Officer:** officers authorized by the leadership of the judiciary to open, administer, edit and publish in the social media accounts of the court or of the Kosovo Judicial Council.

**Leadership of the Judiciary**; includes the KJC Chair, the KJC Deputy Chair, the KJC Secretariat Director and the Court Presidents.

**Social media**: including, but not limited to Facebook, Twitter, YouTube and LinkedIn.

1. **Management of official networks** 
   1. Judiciary leaders are responsible for the authorization, by special decisions, of the Information Officer and other KJC and court officers to act as Responsible Officers (RO) within the system with regards to the opening, administration, editing and publishing of accounts and content on social media.
   2. If necessary, this responsibility will be transferred to two or more substitute responsible officers.
   3. It is not permitted to open official accounts without permission from the head of the institution.
   4. Judicial leaders shall ensure the issuance of retroactive decisions on official accounts opened before the adoption of this manual.
   5. Official accounts opened before the adoption of this manual shall adopt a unified visual and textual presentation of the account, in accordance with this manual.
   6. Official accounts should include the official address of the institution, postal code, official phone numbers, official email address and official web page.
   7. The responsible officer shall maintain the accounts and shall remove any insulting and derogatory comment and defamatory content posted in court accounts;
   8. In order to manage private messages in official accounts, the responsible officer shall draft an automatic response which instructs the parties to initiate formal communications with the court by filing claims. The content of the message may be: “This is an automatic response. Courts do not conduct any official communication on social media, and with regards to any claim, filing, or complaint, please address the court through the legal channels."
   9. The same content will be in the automatic response of the Kosovo Judicial Council.
   10. Official accounts shall display unified language in their visual and textual presentations.
   11. Official accounts shall reflect the principle of multilingualism, guaranteed by the Constitution of the Republic of Kosovo.
2. **General principles on social media utilization by the courts**
   1. Publications on social networks must abide by the KJC and Courts Code of Ethics and legal regulations. Official accounts cannot be used to present personal attitudes.
   2. When using social networks, responsible officers shall refrain from publishing, disseminating and commenting on information that may give rise to suspicions on the independence of judges and the judiciary.
   3. Responsible officers shall refrain from commenting on social networks on any case in court proceedings that may give rise to suspicions to his/her impartiality.
   4. Responsible officers shall ensure that during the use of the court's social network, they shall not:
3. express (post) links/support for political parties in social networks;
4. initiate, support or sign petitions on social networks that may have an impact on any political and/or judicial decision;
5. comment on decisions and shall not be involved in commenting on court decisions, unless this is allowed in advance.
   1. Responsible officers shall refrain from publishing, commenting or disseminating confidential information and information related to court cases, or other internal court proceedings.
   2. It is forbidden to publish advertising materials of other entities outside the scope of the court. The responsible officer shall ensure that the published material is copyrighted and that there are no copyright infringements. The responsible officer shall ensure that the published material is authorial and does not infringe on copyright.
   3. Membership in groups, or liking posts of groups (communities created on social networks) whose content contradicts paragraph 3 of this article, is prohibited.
   4. Responsible officers shall refrain from publishing information that may violate the security of the court institution, judges, or court employees.
   5. Responsible officers shall take the primary security measures for their sites to be protected from cyber-attacks.
6. **Security protocol rules**

**Facebook**

* 1. The official website of the court on the Social Network Facebook shall be opened from the personal account of the responsible officer. At least one of the responsible officers for using the Social Network Facebook must have an official account with an official email address.
  2. The denomination of the official site shall be the legal name of the court. Example: Basic Court in Prishtina, Court of Appeal, Supreme Court. The denomination abbreviation must be unified. Example: “@gjthprishtine”, “@gjykataeapelit”, “@gjykatasupreme”.
  3. Profile photo and other pictures shall follow the same style. Courts shall use the official logo format with the name of the court. The KJC shall use the official logo of the institution.
  4. Other photos are strictly forbidden to be used as a replacement of the photos described in item 3 of this article.
  5. The leaders of the judiciary, in the decision to appoint a responsible officer and relative substitutes, shall also determine the level of access to the official website, in accordance with the rules of the Facebook social network.
  6. Access levels to the official website:

1. Admin: complete instructions on managing the site. This level is assigned only to the responsible officer and the court president.
2. Editor: has the same authorization as the admin, except the permission to manage page access levels. This level can be assigned to a court officer, upon the recommendation of the responsible officer and with the court president's consent.
   1. In case of resignation or dismissal of the responsible officer, the president of the court is obliged to remove the resigned or dismissed responsible officer from the admin's role.
   2. The responsible officer shall ensure that the published material is copyrighted and that there are no copyright infringements.

**Twitter**

* 1. The official website of the Court on Twitter shall be opened through the official e-mail address of the Public Information Office of the Court, by the responsible officer.
  2. The responsible officer determines the Twitter account password in accordance with Twitter's security rules, and the password shall be accessible only to the responsible officer and the court president.
  3. The rules on the denomination of the page (account) and the use of photo formats described in articles 5.2, 5.3 and 5.4 shall also apply to the Twitter account.

**LinkedIn**

* 1. The official website of the Court on LinkedIn shall be opened through the official e-mail address of the Public Information Office of the Court, by the responsible officer.
  2. The responsible officer determines the LinkedIn account password in accordance with LinkedIn's security rules, and the password shall be accessible only to the responsible officer and the court president.
  3. The rules on the denomination of the page (account) and the use of photo formats described in paragraph 2 of this article shall also apply to the LinkedIn account.

**YouTube**

* 1. The official website of the Court on YouTube shall be opened through the official e-mail address of the Public Information Office of the Court, by the responsible officer.
  2. The responsible officer determines the YouTube account password in accordance with YouTube's security rules, and the password shall be accessible only to the responsible officer and the court president.
  3. The rules on the denomination of the page (account) and the use of photo formats described in paragraph 2 of this article shall also apply to the YouTube account.