






Service / Sub-service Information Form

Service Title: Provision of National Library and Archives Resource Search Services		Service ID: 17029229000	
Service Type: <input checked="" type="checkbox"/> Government to Citizen Service (G2C) <input type="checkbox"/> Government to Business Service (G2B)			
<input type="checkbox"/> Government to Government Service (G2G)			
Service Description:			
The National Library of Iran website provides access to its search services via three databases:			
1. Search in the Rasa Bibliographic Information Database: This search is performed via the Rasa Software Information Database, allowing users to retrieve information about the resources held by the National Library.			
2. Search the Digital Library Resource Database: This search is conducted in the dl.nlai.ir database, where all resources available in digital format are collected and provided as services.			
3. Search the Documentation Database: This search is performed using the Rasa software on the opac.nlai.ir platform.			
Required Documents:			
.....			
Service Details	Average service delivery time:	Case-dependent	
	Service Hours:	24 hours a day	
	Number of Required In-Person Visits	
	Service Fee (Rial) for User	Amount(s) (Rial)	Bank Account Number(s)
.....			
Service Access Channel	<input checked="" type="checkbox"/> Online 		
	<input checked="" type="checkbox"/> Email 		
	<input checked="" type="checkbox"/> Interactive Voice Response (IVR) or Call Center 		
	<input type="checkbox"/> Mobile Phone 		
	<input checked="" type="checkbox"/> Short Message Service (SMS) 		

Service Delivery Offices /or Service Counters



Service / Sub-Service Acquisition Flowchart (From the Applicant's Perspective)

