







Service / Sub-service Information Form

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|---|---|--|------------------------|
| Service Title: Library & Archival Resource Consultation (In-person & Online) | | Service ID: 17021358000 | |
| Service Type: <input checked="" type="checkbox"/> Government to Citizen Service (G2C) <input type="checkbox"/> Government to Business Service (G2B) <input checked="" type="checkbox"/> Government to Government Service (G2G) | | | |
| Service Description: <p>This service provides expert guidance to help users select and utilize library and archival resources, available through two main channels:</p> <p>In-Person Reference Services: Direct consultation provided by reference librarians and archivists to visitors on-site.</p> <p>Virtual Reference Services: Remote consultation provided to users through the Organization's official website.</p> | | | |
| Required Documents: <p>For In-Person Service: A valid library membership.</p> <p>For Virtual Service: Not required.</p> | | | |
| Service Details | Average service delivery time: | 10 minutes | |
| | Service Hours: | 8:00 to 16:00 | |
| | Number of Required In-Person Visits | Virtual Reference: Virtual: 0 In-Person: 1 | |
| | 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  | | |

- Short Message Service (SMS) 
- Service Offices / Service Counters 

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

