







Service / Sub-service Information Form

Service Title: Circulation in Reading Rooms for Blind and Visually Impaired Users		Service ID: 17021357104	
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:			
<p>This section was launched in 2003 as a special unit within Public Information Management and is named the National Library's department for Visually Impaired and Disabled Users. This library was established to meet the cultural and informational needs of individuals, including the blind and visually impaired, who cannot access printed books or any audiovisual materials. To support this mission, the library offers specialized facilities and services for visitors, such as providing the necessary hardware and software for study and collecting a wide range of audio and Braille resources. Following the National Library's move to its new building, about 700 square meters of space was allocated to the section serving visually impaired users. For easier access, the Library for the Visually Impaired is located on the ground floor. Visitors can access it directly through the public entrance to the reading halls.</p>			
Required Documents: Membership Card (A special card for visually impaired users is issued upon presenting a welfare ID)			
Service Details	Average service delivery time:	10 minutes	
	Service Hours:	8:00 to 16:00	
	Number of Required In-Person Visits	Once	
	Service Fee (Rial) for User	Amount(s) (Rial)	Bank Account Number(s)
		
How to Access the Service	<input type="checkbox"/> Online 		
	<input type="checkbox"/> Email 		
	<input type="checkbox"/> Interactive Voice Response (IVR) or Call Center 		
	<input type="checkbox"/> Mobile Phone 		
	<input checked="" type="checkbox"/> Short Message Service (SMS) 		
	<input type="checkbox"/> Service Delivery Offices /or Service Counters 		

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

