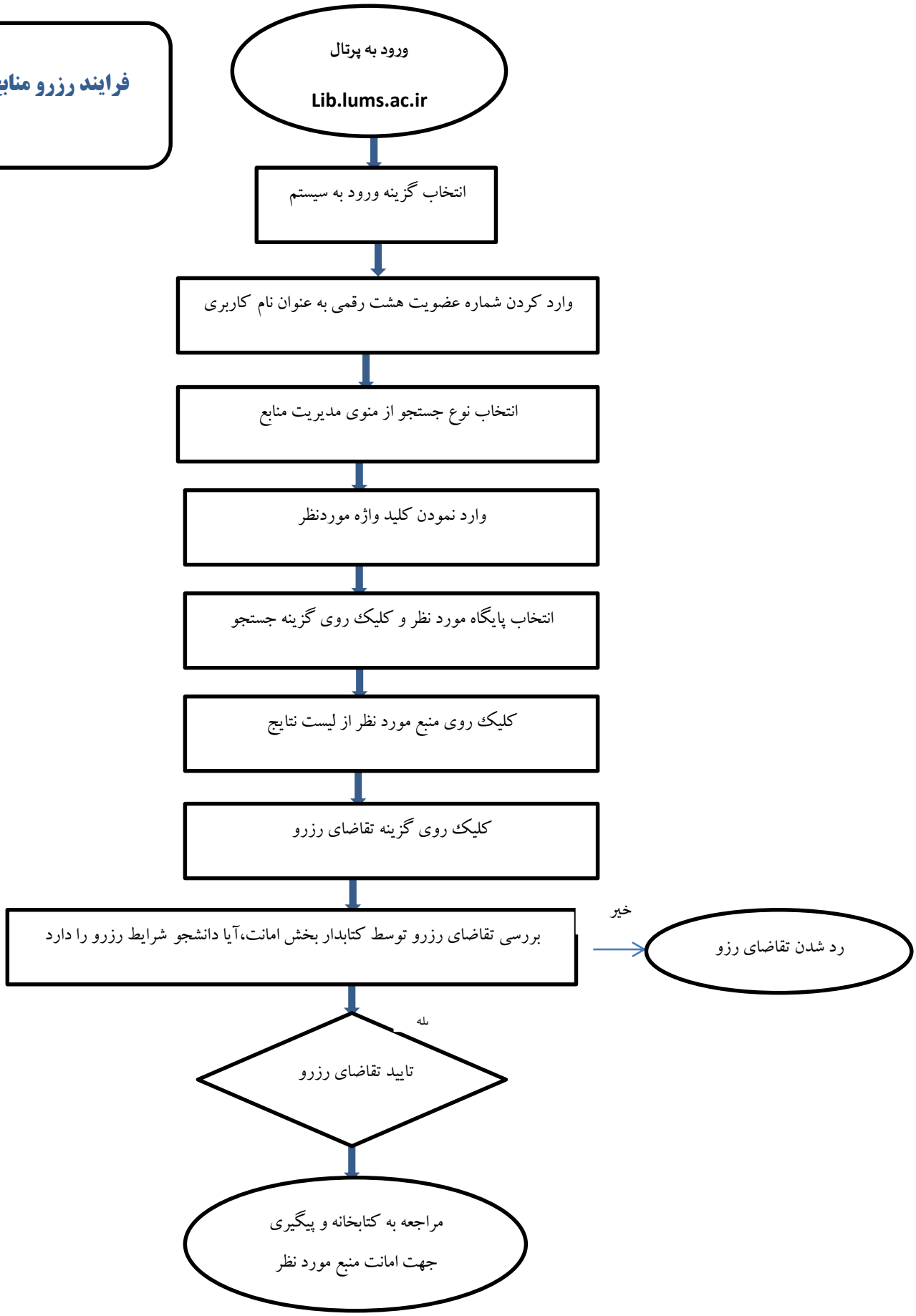فرایند رزرو منابع کتابخانه