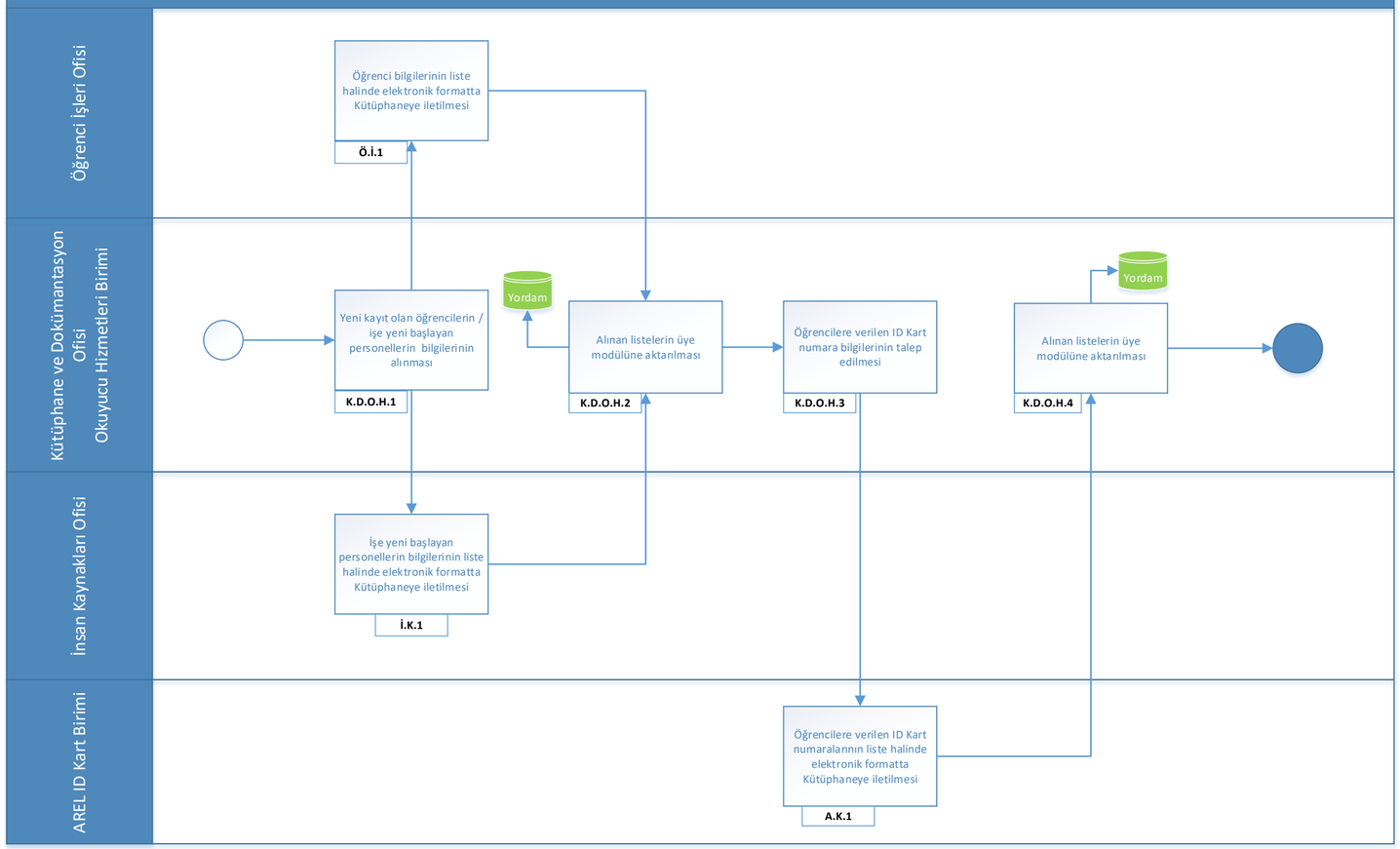İA.KTP.013.Okuyucu Hizmetleri Üye Kayıt İşlemleri İş Akışı