

# Review of: "Chatbots: A review of their potential applications in library services"

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**Potential competing interests:** No potential competing interests to declare.

The paper titled "Chatbots: A review of their potential applications in library services" by Sankhayan Mukherjee and Swapan Kumar Patra discusses the potential applications of chatbots in the field of Library and Information Science (LIS). Here is a summary:

1. **Introduction**: The paper begins by defining chatbots as computer programs that use Artificial Intelligence (AI) and Natural Language Processing (NLP) tools to interpret and answer clients' questions. It highlights the growing popularity of chatbots and their potential impact on various aspects of human life, including the field of LIS.
2. **Literature Review**: The authors review existing literature on chatbots, noting their rapid evolution and diverse applications. They discuss the development of chatbots over the past fifty years, with a particular focus on their role in libraries since the mid-2000s. The review also mentions the use of chatbots in academic libraries in developing countries.
3. **Potential Applications in Library Services**: The paper discusses various potential applications of chatbots in library services, including information retrieval, reference services, virtual assistance, user engagement, data analytics, and training and educating library staff and patrons.
4. **Objectives and Methodology**: The objective of the study is to survey various chatbots available in the public domain. The authors accessed the websites of 17 different chatbots between April and May 2023 for this study.
5. **Findings**: The paper presents a survey of 17 chatbots available in the public domain, analyzing them based on their owner, start year, prominent features, nature (free or commercial), and website address.

As for the novelty of the paper, it provides a comprehensive review of the potential applications of chatbots in the field of LIS, which is a relatively new and unexplored area, especially in developing countries. The authors also conduct a survey of various chatbots available in the public domain, which can serve as a useful reference for LIS professionals. However, the concept of using chatbots in libraries is not entirely new, as the paper itself mentions the use of chatbots in libraries since the mid-2000s. The novelty, therefore, lies more in the comprehensive review and survey conducted by the authors, rather than in the concept of using chatbots in libraries.