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 research significance of the paper is very high, and it is also a hot topic in the current library science reseaerch. However, there are the following issues:

1. The application of state-of-arts chatbot in libraries can still be more systematic and specific, which appears relatively rough;

2. Chatbot is a language processing method that represents the development of future technology, so its application in libraries can be unnecessary to be limited to the field of NLP; I hope the author's research in the fourth part will be more systematic, in-depth, and forward-looking with AI technologies.