

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.

Overall, the article looks OK, with a few improvements needed as follows:

1. Section 'Evolution of chatbots'- need to add in-text citations as this section is not adequately cited; the author can provide a simple timeline diagram to show the evolution of chatbots across its functions/ industries used.
2. Section 'Chatbot's potential application in the library services' - The author has discussed using chatbots in LIS. However, the author should also highlight the drawbacks /limitations of chatbots if used in LIS and why few studies have focused on them even though now it is the boom time for chatbots.
3. Table 1 - more information could be provided, such as based on the listed chatbots in which industries use it.