

# 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.

1. The text develops an interesting approach to the potential application of the open source and commercial Chatbots in the LIS field. According to the authors, their huge potential may help to librarians, but not replace their functions. An insightful background is offered in both chatbot technology (AI and natural language processing) and library services, identifying six main activities. Conversely, the introduction seems too short and does not provide information on the structure and the objectives of the paper. I would suggest to finish the introduction with this information.
2. The manuscript works as an empirical research based a survey of 17 Chatbots available, but the method and findings are little presented. As a consequence, the authors should definitely expand the scope of the present work by giving more details on the methodology applied. Besides that, the results are scarce, dealing only with some features of chatbots. This analysis of characteristics could address additional points related to library services.
3. Regarding academic soundness, it is needed to provide more comments on the findings found. For instance, how the features of chatbots overlap with the work of librarians.
4. Finally, I believe that the authors should make an effort to show the possible practical and theoretical implications of their work. In the current version, the conclusion is very short and there is not a proper discussion. It would be useful to have a discussion that contributes to the wider scholarly debate on the role of chatbots. In the same vein, another recommendation is to provide here future lines of research to foster the knowledge on the topic, which may connect with the limitations of the study.
5. The list of references is appropriate and up-to-date, but maybe not enough for the objectives defined.
6. In short, this article has potential as deals with timely issues. Nevertheless, the survey of 17 Chatbots should be reinforced through a better introduction, methodology, findings and conclusion sections. I also encourage to further develop this research.