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.

Dear Author,

The article is quite interesting and current. The theme is about the application of Chatbots applied in library services. The article, although short, is quite informative and holds the reader's attention from beginning to end. However, here are my recommendations:

1. Give an English general review.

2. In the second paragraph of Section 2, replace "It is important to note..." with "It is important to notice...".

3. In the third paragraph of Section 2 replace "natural language processing (NLP)...." with "Natural Language Processing (NLP)...". The same for the abbreviation "NLU".

4. In the third paragraph of Section 3 replace "Social Chatbot Relationships (HCR)" with "Social Chatbot Relationships (SCR)". Right or wrong? Check this!

5. In Section 4 and in the fifth paragraph replace "natural language processing (NLP)…" with "Natural Language Processing (NLP)... ".

6. In the last paragraph of Section 4 state the meaning of the acronym "LIS" even though it is obvious!

7. In paragraph 4.2, replace "online public Access catalogs (OPAC)" with "Online Public Access Catalogs (OPAC)".

Yours sincerely,

The Reviewer.