

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.

Comments for the authors:

This conceptual article considers the importance of Chatbots in providing library services.

1. In the evolution of Chatbots section, content needs to be supported by citations. Although precisely clarified, it seems the authors are giving their personal views
2. The review of literature is precisely written and supported by 9 citations.
3. The findings of the study showcase a series of Chatbots available in the market along with the major features.
4. It would have been better if the authors have specified cases of some libraries already in business of using some Chatbots to tell the readers about most relevant Chatbot in LIS.
5. The sentence 3 under the limitations of the study needs to be restructures.
6. The authors must ensure the audience that the Chatbots are not the sole operators of libraries rather these are mere supporting tools in rendering LIS services.

The present article owing to the growing interest of Chatbot usage amongst LIS community is recommended for publication after the incorporation of recommended suggestions.

Best regards,

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