

Review of: "Chatbots: A review of their potential applications in library services"

Raja Sarath Kumar Boddu

Potential competing interests: No potential competing interests to declare.

1. Authors research paper titled " Chatbots: A review of their potential applications in library services".

2. The authors of this manuscript proposed the open source and commercial Chatbots and discusses their potential application in the Library and Information Science (LIS) field. With their huge potential these bots may not replace the librarians and their jobs but can supplements their functions.

3. Some references are too old and/or not relevant. Further, it is better to have number of references more than 30 and consider more recent references.

4. The paper does not present novel research.

5. This paper has missed the important section methodology. Problem statement and its importance is not discussed/explained. It would be very useful for other researchers/readers to present a methodology to understand major amount of the concept of the author(s).

6. The abstract of the article needs to be further polished and optimized to highlight the innovation and contribution of the research.

7. finally, this paper is an informative about Chatbots.