

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 authors,

The paper provides a comprehensive review of the potential applications of chatbots in library services. The literature review is well-structured and provides relevant background information. However, there are some areas that could be improved or clarified. Below are my specific comments and suggestions:

The abstract should provide a concise summary of the paper. Currently, it includes general statements about chatbots without specific details about the study's focus or findings. Consider revising the abstract to highlight the objectives, methodology, and key findings of the study.

In the introduction section, it would be helpful to provide more context on the importance of chatbots in library services and their potential impact on the field. Additionally, consider including a clear statement of the research objective to guide the reader.

The literature review section provides a good overview of the evolution and use of chatbots. However, it would be beneficial to include more recent studies or examples of chatbot applications in library services. This would strengthen the relevance of the study and highlight the current state of the field.

In the section discussing the potential applications of chatbots in library services, it would be helpful to provide specific examples or case studies to support the statements made. This could enhance the practicality and feasibility of implementing chatbots in libraries.

The objectives section should be revised to clearly state the specific objectives of the study. Currently, it only mentions surveying available chatbots without providing further details on what aspects will be examined or evaluated.

The methodology section should provide more information on how the survey of chatbots was conducted. Explain the criteria used to select the chatbots for analysis and provide a rationale for the sample size of 17. Additionally, consider providing more details on the data collection process.

The findings section is currently mentioned but not included in the paper. Make sure to include the actual findings and present them in a clear and organized manner. Consider presenting the findings in a table format for better readability.

The conclusion should summarize the main findings of the study and provide insights into the potential implications.

Additionally, consider discussing any limitations of the study and suggestions for future research in this area.

Overall, the paper would benefit from a stronger structure and clearer organization. Consider dividing the content into subsections and using headings to improve readability and facilitate understanding of the different sections.

Proofread the paper for grammatical errors and sentence structure issues. There are several instances where sentences are long and complex, which could be simplified for better clarity.

Overall, the paper has potential, but it requires revisions to address the above-mentioned points. With these improvements, the paper would provide a valuable contribution to the literature on the applications of chatbots in library services.