

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.

In the "introduction" and "Evolution of the chatbots", only one citation is stated, if the mentioned material needs more citations. "Literature Review" has focused more on the general functions of chatbots and not researches in the field of information science. In section 4, where the "aspects of library services" are discussed, there is no reference in any of the aspects. While now there are dozens of papers in this field in the information science.

However, chatbots also have problems and limitations that should be mentioned.

In the "Chatbots available in public domain section", only public chatbots are mentioned.

The conclusion is not related to the research findings.