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Simplifying Library Chatbot Development Using Tidio: A Practical Guide for LIS Professionals

Anand Mallikarjun Jujgar

In-charge Assistant Librarian, D.B.F. Dayanand College of Arts & Science, Solapur, Maharashtra, India

anandtgf@gmail.com

ABSTRACT

Artificial Intelligence (AI) is gaining importance in all sectors. AI-driven conversational agents, which are known as Chatbots, are adopted in library services to enhance user engagement and to provide virtual reference services. Chatbots allow libraries to automate responses to frequently asked questions and guide users to relevant information resources. However, many chatbot development platforms require programming knowledge, which limits the adoption of this service among library professionals. This paper presents a practical approach to developing a library chatbot using the Tidio platform. This is a no-code chatbot builder designed for ease of use. A pilot chatbot was implemented in an academic library setting and tested with undergraduate students and other users. The results indicate that the chatbot successfully addressed approximately ninety percent of common user queries related to library services, policies, and general information. The study demonstrates that Tidio provides easy accessible and cost-effective solutions for libraries, who are seeking to introduce AI-enabled user support services.

KEYWORDS: Chatbot, Artificial Intelligence, Tidio, Library Services, Virtual Reference, LIS Professionals.

1. INTRODUCTION

Library information services are developing rapidly with the help of digital technologies which are significantly transformed the way to deliver library information services. Library users expect immediate response and online access to library assistance. Artificial Intelligence based chatbots are effective solution for these expectations by enabling automated interaction between all types of library users and libraries. Chatbots can answer frequently asked questions and guide users to find relevant services, which provides basic assistance to use library services. The implementation of these chatbots in libraries are limited due to technical knowledge with development platforms. Tidio offers a user-friendly and no-code chatbot builder which helps librarians to create automated conversational system without programming expertise.

2. REVIEW OF LITERATURE

In recent studies the growing importance of artificial intelligence applications uses in libraries. Scholarly articles for Liew (2020) discussions show that emerging technologies in libraries and emphasizes the potential of AI tools to enhance information access and user engagement. Several libraries have experimented with chatbot implementations to handle readers routine inquiries and reduced the workload of library staff. There are many applications which require advanced technical infrastructure or programming knowledge to execute. Therefore, use of chatbots like Tidio are practical and accessible solutions are available for libraries with limited technical resources.

3. METHODOLOGY

The objective of this study is to demonstrate the practical implementation of a chatbot using the Tidio platform to simplify and enhance library services. This development process describes creating a chatbot account, designing routine conversation flows, and entering frequently asked questions and answers related to library services. Basic information such as library hours, membership rules, special services and contact details were included in the chatbot knowledge base. The chatbot was tested with undergraduate students, researchers and library staff members who interacted with the chatbot and evaluated the responses.

4. WHY TIDIO FOR LIBRARIES

Tidio provides several features to make it particularly suitable for library applications. The platform includes a visual drag-and-drop chatbot builder with multi-channel communication support and customizable automation workflows. Libraries can engage its users across websites, email, and social platforms, ensuring accessibility wherever user prefers to connect. Its real-time visitor monitoring service is very useful feature for libraries which helps libraries adapt services to meet user needs. These capabilities allow libraries to implement chatbot services quickly and efficiently, by minimizing technical overhead while enhancing its user's engagement.

5. STEP-BY-STEP IMPLEMENTATION

The implementation process begins with creating a free account on the Tidio platform. Then Librarians can access the chatbot editor to design conversation flows and define automated responses. Frequently asked questions related to library services, hours and membership information are entered into the chatbot knowledge base. Triggers and conditions are configured to ensure that the chatbot responds appropriately to different user queries. Finally, the chatbot widget can be embedded on the library website and also shared through a direct link.

6. USE CASES IN LIBRARY SERVICES

A library chatbot can support several common services including answering questions about library hours, provides membership procedure information, guiding users for different subject collections, sharing announcements about library events and workshops, and directing users to contact information for further assistance. By automating these routine inquiries, librarians can focus on more advanced research and user support activities.

DISCUSSION

The pilot implementation demonstrated that the chatbot could effectively handle the majority of frequently asked questions. Approximately ninety percent of test queries received accurate responses. Users reported that the chatbot was easy to use and helpful for obtaining quick information. Although the chatbot was not directly integrated with the library management system, it proved highly effective for providing general information and guidance to users.

CONCLUSION

The findings of this study indicate that Tidio offers a practical and accessible solution for implementing chatbot services in libraries. It's no-code interface enables librarians to design conversational agents without programming knowledge. As libraries may continue to expand digital services, chatbot technologies and can play a vital role in enhancing users engagement and improve the efficiency of virtual reference services.

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