Dr. Louis A. Pitschmann took office as the new dean of libraries at The University of Alabama in mid-August of this year. A German scholar with master’s and doctoral degrees from the University of Chicago, Pitschmann was associate director for collection development and management at the University of Wisconsin at Madison before coming to Tuscaloosa. Prior to that he was at Cornell University where he was responsible for the North European studies collections and the Fiske Icelandic collection and served as humanities coordinator.

This interview took place in mid-October.

MAF: What interested you about this position? What are you looking forward to the most?

LP: I was looking for a state university research library which would provide opportunity for collaboration with other institutions and which has the strong support of the university administration. The University of Alabama met all those requirements admirably. I was particularly impressed with the University’s determination to maintain support of the libraries even when faced with statewide proration.

MAF: Your first weeks here have undoubtedly been very busy. What activities have you concentrated on so far?

LP: I have spent most of my time so far getting to know people: talking to the faculty and staff in the libraries, meeting with faculty from other departments and with the university administration, that kind of thing. I’ve also spent time with various members of the Library Leadership Board to get to know them and to begin to share some of my ideas for expanding our research collections through major gifts. Mainly, though, I’ve been trying to gain an overview of where The University of Alabama Libraries are right now. I think my first task is to look and listen and learn before I do anything else.

MAF: From your experience and perspective, what do you think academic libraries will be like five years from now?

LP: What will academic libraries be like? That has become clear over the last couple of years. Libraries will be hybrids on almost every front.
electronic resources, a mix of ownership and access, and emphasis on shared resources. Much of what we do now we will continue to do; however, we will take on new things and do some of the old things differently. We will see increasing options for patron access, more 24/7 services, more facilities for class or group work in the libraries, more teaching and outreach on our part.

**MAF:** Are you happy with that vision?

**LP:** Happy may not be quite the right word. I think it is a realistic view. We librarians have to come to terms with the fact that the Internet has changed communication, has changed the way society acquires information, and is changing users' expectations of us and our libraries.

**MAF:** What do you see as the major challenges facing libraries in general or UA Libraries specifically?

**LP:** Understanding user needs and expectations is the biggest thing. We have to keep asking the questions and updating what we do, insofar as we are able, in order to be responsive. I find, for example, that faculty have high expectations of the Libraries. This puts tremendous pressure on us to try to keep up, much less stay ahead, and requires the Libraries’ faculty and staff to be creative and innovative in order to remain viable providers in today’s information context.

**MAF:** Although you have only been here a short time, have you spotted any specific strengths to tap into or weaknesses you would like to concentrate on improving?

**LP:** I’m cautious about calling anything a weakness until I really understand the situation and its history. Strengths, though, are much more readily apparent. I am already energized by the support the Libraries get from University administration. President Sorensen and Provost Barrett clearly recognize libraries as key players in the university setting, and this is extremely important. I am also pleased with the collaborative efforts which are underway among the members of the Association of Southeastern Regional Libraries. These are “big picture” strengths which are very encouraging and which I hope we will be able to build on.

**MAF:** How would you describe your management style? How do you hope people will interact with you?

**LP:** The bottom line with me is communication, staying open. I like an environment where all library staff feel free to talk to me and to say whatever is on their minds. I eventually have to make decisions about things. That’s part of my job. But I like to maintain a willingness to consider many points of view and to foster a kind of entrepreneurial spirit among all the faculty and staff. That’s where some of the best ideas can come from, and if you aren’t willing to test new ideas, even those that fail, an organization won’t move forward. Some things, if you never try them out, you never know if they are good. It is also important to look beyond ourselves for new ideas coming from other sources across campus and from other academic libraries.

**MAF:** What initiatives have you been proudest of in previous positions?

**LP:** I would have to say that in terms of an overall program I am very pleased with the success I had in moving libraries at the University of Wisconsin from a very narrow collection development program to a much more inclu-
sive collection management program. Prior to my arrival, increases to the budget were distributed equally to all selectors, regardless of their specific needs. I introduced a budgeting process that required a committee of selectors to evaluate budget requests using a variety of methodologies and quantifiable data. By using weighted variables that were specific to each discipline, selectors were assured that their requests were evaluated on an equitable basis. Departments outside the library were assured that we allocated the collection budget on the basis of documented need. This process also permitted selectors to avoid buying too few books in order to meet the high cost of scholarly journals. Also, although not an initiative per se, I gained a lot of professional satisfaction from the opportunities I have had to mentor others in advancing their careers. I have always felt it necessary and appropriate to prepare individuals to advance in their careers, and I want to give others the opportunities they need to reach their full potential.

MAF: Some say everything we ever learn somehow informs our future as librarians. Can you point to any significant lessons in your life from your study of German and Scandinavian languages and literatures?

LP: I don’t know if you would call them lessons so much as turning points, but I first became aware of my interest in libraries and bibliometrics in Peter Hohendahl’s “Introduction to Bibliography and Research Methods” for graduate students in German. And it was in connection with my Scandinavian studies that I had an opportunity to learn about book preservation at the Royal Library in Copenhagen, Denmark. Both of these are interests which have influenced my career choices and which remain with me to this day.

MAF: What about your own writing and research? What’s going on there?

LP: Most recently, I prepared a rather extensive report, Building Sustainable Collections of Free Third-Party Web Resources [Washington, D.C.: Digital Library Federation and Council on Library and Information Resources, 2001], which looks at some of the problems inherent in digital collection development. As a result of that I was asked to present a paper at the Association of Research Libraries forum on “Collections & Access for the 21st Century Scholar” held in Washington on October 19-20. If you want to look at the report, go to www.clir.org/pubs/abstract/pub98abst.html. To see the presentation, go to www.arl.org/forum/schedule.html and scroll through the presentations calendar.

In addition to writing some reviews this fall, I am also assisting the Max Kade Institute for German-American Studies at the University of Wisconsin in publishing a reprint of a German-language cookbook first published in Milwaukee in 1879. I’m responsible for writing the introduction to it. In general, however, my duties as dean don’t leave me a great deal of time for research.

MAF: Anything else you would like for us to know?

LP: Well, just that Charles Osburn left the Libraries in good shape. This is not an organization with lots of problems which need to be fixed, but it is an organization which, like others, needs to stay current, and that is where I hope I can help. It is not so much a matter of changing things as of broadening the scope of what we already do, of looking at where we are now and deciding together on where we need to go.

Mary Alice Fields, music librarian

University Libraries Launches New Web Site

In October University Libraries launched a new Web site (www.lib.ua.edu). Completely redesigned, the site had been under construction for well over a year. Content and ideas about design of the Web site were provided by librarians in departments throughout the library system. The Web Development Team, Clark Center, Debra Hill, and Kate Ragsdale,
planned the site's information architecture and edited the content prepared and submitted by librarians.

The Libraries' Web presence is designed to provide users with intuitive navigational paths for finding the information they are seeking. The Web can be accessed within the libraries as well as from home or office. Several features of the new site, such as the new books list, enhanced subject resource links, and electronic forms to arrange library instruction classes and to suggest materials purchases, may be of particular interest to University of Alabama faculty members.

The electronic new books list, which can be found under Services, allows searches for recent acquisitions in a specific library or for new book titles in all University Libraries' locations combined. Search results may be tailored to include the titles received during one week, two weeks, three weeks, or up to four weeks. The list of new books may be sorted in author, title, or call number order.

The collection management pages, also under Services, provide information about national initiatives in scholarly communication and links to resources based on discipline. E-mail access to the librarian subject specialists is also available in this section of the new site.

Request Forms provides a quick link for faculty to schedule a library instruction session in any of the libraries. Another request form facilitates a faculty member's suggestion for a materials purchase. These suggestions for materials purchases are forwarded to the appropriate librarian subject specialist.

Although the Web site's Help section was designed principally to assist students, information in this section regarding resources and services provided by the Libraries can be helpful to any library user. For example, for those who want to know how to print at library workstations, step-by-step instruction is provided in the Help section of the new site.

Now that the library has launched the new Web site, please give your feedback! The site is a work in progress. Improvements and updating of information occur daily. If you encounter problems while using the new site, tell us. You may contact us by clicking at the top or at the bottom of almost any page in the site. At the top of the pages, select a form under the quick links Contact Us or Request Forms. In the footer, click on the Webmaster link.

Kate W. Ragsdale, planning officer

Faculty Profile: Clark Center, Curator, William Stanley Hoole Special Collections Library

Clark Center was appointed curator of the William Stanley Hoole Special Collections Library in March 2001 but is not a newcomer to The University of Alabama Libraries. He earned the A.B. and Master’s degrees in history from Samford University in Birmingham and began his career here as a library assistant in 1977. Following additional graduate study in history and earning an M.L.S. degree at The University of Alabama, he has worked as a reference archivist, technical archivist and archival access coordinator for the Hoole Library.

Center has taken increasingly responsible roles in Hoole Library in arranging and describing manuscript collections, in preservation issues, and in integrating new formats such as...
audiotapes and videotapes into the collection. He led the department’s involvement in the Monticello Project, a grant-funded study to test the feasibility of creating a central Web-mounted database to link finding aids for specialized research and archives collections located at universities in the Southeast. Center continues to serve on the library-wide Catalog Advisory Group, and he has been the instructor for the School of Library and Information Sciences course, “Management of Archives.”

Center’s expertise is recognized outside University Libraries as well. He has been an invited speaker and presenter at programs sponsored by the Society of American Archivists, the Southern Archivists Society and the Society of Alabama Archivists. Recently, he was recertified by the Academy of Certified Archivists. He has made many presentations to local history groups such as the Tuscaloosa Genealogical Society, the United Daughters of the Confederacy and the Sons of the American Revolution.

In addition to his arcane knowledge of state and local history, Center keeps up with modern technology, serving on the Libraries’ Web committee and working to provide modern technology such as electronic books within the Hoole collections. University Libraries is fortunate to have Clark Center as curator for special collections. His love of history and his eye for keeping up with new technology serve the needs of the University.

*Helga Visscher, reference librarian, McLure Education Library*

**Mary Harmon Bryant Hall Dedicated**

Mary Harmon Bryant Hall, home of the William Stanley Hoole Special Collections Library, was dedicated on Saturday, the first of September at 10:30 A.M. The building, located at 500 Hackberry Lane, is named for the late wife of University of Alabama coach Paul “Bear” Bryant and mother of University trustee Paul Bryant, Jr.

*Shown at the dedication of Mary Harmon Bryant Hall are (left to right): Karen Croneis, associate dean of libraries; Clark Center, curator, Hoole Library; and Dr. Louis A. Pitschmann, dean of libraries.*

Originally scheduled to be held outside, the event was moved to the Hoole Library reading room on the second floor because of rain. Dr. Richard Diehl, Director of University Museums, welcomed the many guests and introduced John Caddell, long-time friend of the Bryant family. After Caddell shared his memories of Mrs. Bryant, Dr. Andrew Sorensen dedicated the building. The crowd of about 200 people was then invited to have refreshments and to tour the different floors of the building.

The Hoole Special Collections Library is housed on the second floor of Mary Harmon Bryant Hall. The first floor holds the core sample repository and some offices of the Alabama Geological Survey while the third floor is occupied by offices and laboratories of the Alabama Museum of Natural History. The fourth floor contains collections and offices of the departments of biology and anthropology.

*Clark Center, curator, William Stanley Hoole Special Collections Library*

**Film and Exhibits**

**Honor Alabama Author**

**William March**

The William Stanley Hoole Special Collections Library sponsored the screening of the film *The Bad Seed* at the Bama Theater in downtown
Tuscaloosa from October 11-16, 2001. On opening night, an accompanying reception and lecture were held to honor the author of the original story from which the film is based, Alabama author William March. Among those in attendance were Mrs. Susan Looney and Mrs. Molly Bloodworth, nieces of William March, as well as other family members.

Dr. Louis Pitschmann, dean of Libraries, gave opening remarks and introduced guest speaker Dr. Philip Beidler from The University of Alabama Department of English. Dr. Beidler’s talk entitled “Who is William March?” provided the audience with new perspectives on this often “unrecognized genius.” Dr. Beidler wrote the introduction to the 1989 University of Alabama Press edition of March’s first and most critically acclaimed work, Company K.

March was born William Edward Campbell in Mobile and studied law at The University of Alabama prior to serving in World War I. Around that time, March’s family moved to Tuscaloosa. After a long and varied career as a decorated soldier, successful businessman, avid art collector, and widely published author, March died in 1954 in New Orleans. He is buried in Tuscaloosa.

Two exhibits are on display in the lobby of Hoole Library in conjunction with the film. The first, Poor Pilgrim, Poor Stranger: Remembering Alabama Author William March, highlights materials from March’s personal papers which are held in the Hoole Library. Among items displayed are the original manuscripts from Company K and The Bad Seed, as well as other published works, letters, photographs, and source material for his writings. Many of March’s personal items from his service in World War I such as dog tags, ditty bag, mess kit and canteen, and pocket knife are on display.

A second exhibit, “Over There!” And Back Again: Patriotic American Sheet Music from the First World War, brings together several different recurring themes in patriotic American sheet music from this era. These pieces were selected from the Wade Hall Sheet Music Collection at Hoole Library. This exhibit was done in collaboration with Dr. Daniel Goldmark from the School of Music.

Both exhibits will be on display through December 21, 2001 in the lobby of the Hoole Library.

Jessica Lacher-Feldman, public and outreach services coordinator, William Stanley
Hoole Special Collections Library

Library Annex Construction to Begin

Several years ago, University Libraries determined that current library buildings on campus would run out of space for physical library materials. Discussions commenced concerning the feasibility of leasing, buying, or building a facility in which certain categories of library materials might be housed, with opportunities to retrieve items on request. This is not a new concept for libraries. Many academic libraries have portions of their collections in facilities of this kind including University of Georgia, University of Virginia, Yale University, Northwestern University, University of California (2 facilities, north and south), The University of Texas at Austin, and Virginia Polytechnic Institute and State University. In planning for this
facility, the Libraries relied heavily on the extensive library literature as well as information gathered from a visit to the University of Georgia.

Over time, planners visited a variety of possible sites and facilities, and the decision was made in September 1999 to build a new facility on the former Loper Lumber Company property close to campus. It will be located next to University Fleet Operations where 15th Street crosses 14th Avenue. Since that time, architectural plans have been prepared and the Libraries have started work on the complex questions concerning inventory control, retrieval, selection of materials for the facility, services, the physical move, and many other related issues. The facility will house books, journals, microforms, and oversize materials in a climate-controlled environment. In addition and of great importance, it will house University records in one place. These records are currently stored in poor conditions in a variety of places, making retrieval a challenge.

The facility will be named the Library Annex, and it will complement other library buildings on the campus. Relocating lesser-used materials to the annex will make it possible to reallocate space in current library buildings.

Construction of the Library Annex is expected to begin in January 2002 with occupation of the building expected in December 2002. It will be a large metal structure that will hold approximately 250,000 volumes initially, with a total capacity of 500,000 volumes. University Archives will move approximately 10,000 cubic feet of records to the facility, which will eventually hold up to 15,000 cubic feet of this material. Costs will be covered by University endowment funds.

Material housed in the Library Annex will be readily accessible to users. Patrons will be able to request library material online and there will be a frequent retrieval service. University archives staff will provide access to University records on request through that office. The Library Annex Steering Committee and its subcommittees are working out details of services and policies, and specific information will be available before the annex opens. Progress reports will appear throughout 2002 in Dialog and other publications. Questions about the annex should be directed to Kate Ragsdale, Libraries’ planning officer and chair of the Library Annex Steering Committee at 348-1484 or kragsdal@bama.ua.edu

Anne Edwards, associate dean for access services

Library Satisfaction Evaluated

During the spring semester of 2001, University Libraries mounted a satisfaction survey on the Web and invited the University community to respond. One hundred ninety-two individuals completed the survey online, and results showed they were reasonably happy overall with the Libraries’ services. Sixty-eight percent of the respondents added comments and questions which were carefully evaluated by librarians and staff. As a result, action has been taken on a number of suggestions over the summer months:

♦ A new Web presence for the Libraries was launched in October.
♦ Seven new microform reader/printers were ordered.
♦ A project is underway to identify items that are listed as lost/missing, and the Libraries’ Catalog will be updated to remove records for materials that are no longer in the collections.
♦ The Interlibrary Loan Request Form has been mounted on the Libraries’ Web page. Tracking software is being identified to allow patrons to follow the status of their requests.
♦ The new version of the Libraries’ Catalog shows the location of an item on the first screen after a search has been submitted.
♦ Signs indicating public services offered on each floor have been posted in Amelia Gayle Gorgas Library in the stairwells.
location guide is now in place at the elevators on the 5th floor of Gorgas.

♦ Staff are monitoring the unattended public workstations on the upper floors of Gorgas. In addition, users are asked to continue to report computer problems to a staff member.

♦ Electronic reserves will begin in Gorgas in spring 2002; other libraries will follow.

There were many other very good questions and suggestions. To see the complete report, go to the Libraries' Web site (www.lib.ua.edu) and select the What's New link. The link will be in place for three months so that faculty, students, and staff can learn more about the Libraries and their services.

Many thanks to all those who responded to the 2001 spring survey. As this article is being prepared for publication, the 2001 fall survey has been completed, with many more respondents. It is a unique opportunity to gather ideas and hear what constituents have to say and to make changes to meet the needs of the University community.

Karen Croneis, associate dean for collections and information services, and
Anne Edwards, associate dean for access services

JSTOR Provides Journal Back Issues

University Libraries is pleased to provide members of the University community with electronic access to the back runs of nearly 200 core scholarly journals available through the JSTOR Project.

Established in 1995 with the assistance of the Andrew W. Mellon Foundation, JSTOR is an independent, not-for-profit organization with a mission to create a reliable, trusted, comprehensive electronic archive of important scholarly journals. Coverage, in nearly all cases, begins with the first issue of a journal and has a “moving wall” of currency of three to five years. That is, the last volume available through JSTOR is the volume published three to five years ago. As each year passes, that year’s coverage is...
added.

University Libraries subscribes to four JSTOR collections, Arts & Sciences I and II, Ecology & Botany, and General Science, providing deep coverage in a broad array of disciplines. The multi-disciplinary Arts & Sciences collections offer titles in subjects such as anthropology, economics, education, history, language & literature, philosophy, political science, sociology, and African American, Asian, Latin American, and Slavic studies. Plans include the addition of titles in classics, archaeology, geography, history of science, and Middle Eastern studies. The Ecology & Botany Collection contains journal literature in the environmental sciences and goes back more than 130 years. The scientific journal literature included in the General Science Collection reaches back to the 17th century.

Titles included in the JSTOR archive have been selected based on criteria including citation impact factor analysis, recommendations from experts in the field, the number of institutional subscribers a journal has, and the length of time a journal has been published. Publishers who have agreed to have their journals available in JSTOR include major professional association, trade, and university presses. All titles are full-text and retain the appearance of the original print journal including graphs, photographs, and other images. Powerful search capabilities provide scholars improved, convenient access to the content of many older journals.

JSTOR may be accessed through the Databases link on University Libraries’ Web site (www.lib.ua.edu).

Pat Henderson, collection management coordinator

Library Leadership Board Welcomes New Members

The Library Leadership Board continues to grow in numbers and commitment. Those welcomed to the board in May 2001 were Dr. Philip Beidler, professor, Department of English; Mr. Fred Russell Harwell, Nashville, Tennessee; Ms. Patricia Henderson, University Libraries; Mr. B. Rex Jones, Germantown, Tennessee; Mr. John V. Rucker, Birmingham; Dr. Jane Bandy Smith, Alexander City and Tuscaloosa; Mrs. Eleanor Streit, Tuscaloosa; and Mr. William W. Walker, Jr., Tuscaloosa.

The Library Leadership Board:
Phillip Beidler, The University of Alabama
Dixon Brooke, Birmingham
Calvin Brown, Decatur
Conrad Fowler, Tuscaloosa
Mark Gottfried, The University of Alabama
F. Russell Harwell, Nashville, TN
Patricia Henderson, The University of Alabama
Harold F. Herring, Gurley
Tonja Johnson, Greenwood, MS
B. Rex Jones, Germantown, TN
John H. Josey, Birmingham
Margaret Livingston, Birmingham
Ralph Loveless, Mobile
Shirley McCrary, Mooresville
Beth Melton, Tuscaloosa
Louis A. Pitschmann, The University of Alabama
Wray Pearce, Birmingham
Luther Richardson III, Tuscaloosa
John V. Rucker, Birmingham
Tim Russell, Foley
Leon Sadler IV, Tuscaloosa
Jane Bandy Smith, Alexander City & Tuscaloosa
Donna Sorensen, The University of Alabama
Eleanor Streit, Tuscaloosa
Howard M. Tepper, Orange Beach, FL
William W. Walker, Jr., Tuscaloosa
Margaret Wilson, The University of Alabama

Mrs. Donna Sorenson honored by Dr. Charles Osburn for her service to the Library Leadership Board.
In addition to introducing new members of the board at the May benefactors’ luncheon, Donna Sorensen was honored for her second year of service as chair.

Margaret Wilson, major gifts officer

Annual Faculty and Staff Awards Presented

The second annual presentation of the Library Leadership Board awards took place last spring. Donna Sorensen announced the recipients at the all-staff convocation in April, and Mrs. Lou Bevill presented the awards in May at the benefactors’ luncheon. Each award consists of a framed certificate and $1000. A permanent plaque naming the annual winners is in the lobby of The Amelia Gayle Gorgas Library.

Trinh Bethard was the recipient of the Staff Award. She has worked for University Libraries for 25 years, all in the Acquisitions Department. She is unit supervisor of monograph acquisitions, supervising four other staff members and five students. She is characterized as an excellent teacher and motivator who is highly organized and has an excellent understanding of each person’s job within the unit and how it relates to other areas of the library. In the application for this award, her nominator describes her as follows: “She accepts the responsibilities of her position and performs them with diligence and dedication at a truly superior level.”

The Faculty Award was presented to Patricia Henderson, collection management coordinator. She is described by her nominators as an “excellent representative for our University and the Libraries.” In her work, she balances the needs of the teaching faculty and the capabilities of the Libraries and has earned the trust of both groups. She has served on many important library committees and is commended with such terms as “dedicated, exemplary, professional, tireless, respected, thoughtful, constructive, enthusiastic, dependable.” Her conscientious and generous work benefits other library faculty and staff, the University community, and colleagues at the state level and beyond.

Helga Visscher, reference librarian, McLure Education Library

Charles Osburn Honored

The Library Leadership Board celebrated the service of Charles B. Osburn, former dean of Libraries, by naming the government documents collection in The Amelia Gayle Gorgas Library in his honor. In May 2000 the board took on the project of raising funds to catalog a valuable portion of the government documents collection. This effort resulted in gifts from board members, alumni, and friends exceeding the original goal. The board deemed it appropriate to honor Dr. Osburn before he stepped down as dean of Libraries in August 2001.

The Charles B. Osburn Government Documents Collection ranks as one of the largest among the 111 academic libraries in the prestigious Association of Research Libraries. Numbering over 1,730,000 pieces including paper, microfiche, CD-ROMs and diskettes, the collection is a treasure for all citizens. It is used extensively by students, faculty and researchers in the community.

The two-year project for cataloging documents acquired from 1976 to 1996 is well
under way. Hundreds of thousands of records will be added through a bulk import process into the Libraries’ Catalog. As the project is completed, the documents from this time period will be more accessible to researchers.

A plaque honoring Dr. Osburn was unveiled at the May 2001 benefactors’ luncheon by Dr. Andrew Sorensen, president of the University, Mr. Ralph Loveless, Library Leadership Board, and Mrs. Donna Sorensen, board chair. The plaque now hangs at the entrance to the Government Documents room.

Donors to the Government Documents Project:
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Mr. Leon Sadler
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Mrs. Donna I. Sorensen
Mrs. Eleanor G. Streit
Mr. Howard M. Tepper

_Margaret Wilson, major gifts officer_

**In Memory of Lou Betts Bevill**

Mrs. Lou Betts Bevill, charter member of the Library Leadership Board, died on September 16, 2001. This much beloved board member, originally from Overton, Alabama, was graduated from The University of Alabama in 1943 with a degree from the College of Commerce and Business Administration. While in college she met her future husband, Tom Bevill, a University law student. They were married for fifty-eight years.

After graduate work in speech, Spanish and piano, Mrs. Bevill worked in Washington D.C. during World War II as a Spanish translator and code and cipher analyst for the Office of Censorship. She returned to Jasper after the war and soon began working on her husband’s political career. Congressman Bevill served

_Lou Betts Bevill_
eight years in the state Legislature and thirty years in Congress with Mrs. Bevill by his side. An accomplished pianist, Mrs. Bevill performed at many White House functions over the years, as well as other venues in Washington and Alabama.

We remember Mrs. Bevill for her dedicated and faithful service on the Library Leadership Board. She was beginning her second year as chair of the Program Committee and in May 2001 presented the annual faculty and staff awards. She was unfailingly kind and gracious, and we will miss her.

Margaret Wilson, major gifts officer