About the Author

Diane Fulkerson is the Social Sciences and Education Librarian at the University of South Florida Polytechnic in Lakeland, Florida. She was previously employed at the University of West Georgia as a Reference and Instruction Librarian. She holds an MA in History from SUNY College at Brockport and an MLS from the University at Buffalo--SUNY. Before changing careers, Diane worked in corporate America for 20 years in customer service, purchasing, and Information Technology support positions.