

# CONTENTS

<i>Preface</i>	<i>ix</i>
Introduction: The Death of Expertise	1
1. Experts and Citizens	13
2. How Conversation Became Exhausting	40
3. Higher Education: The Customer Is Always Right	70
4. Let Me Google That for You: How Unlimited Information Is Making Us Dumber	105
5. The “New” New Journalism, and Lots of It	134
6. When the Experts Are Wrong	170
Conclusion: Experts and Democracy	209
<i>Notes</i>	239
<i>Index</i>	249