

More than a Glitch

Confronting Race, Gender, and Ability Bias in Tech

When technology reinforces inequality, it's not just a glitch—it's a signal that we need to redesign our systems to create a more equitable world.

The word "glitch" implies an incidental error, as easy to patch up as it is to identify. But what if racism, sexism, and ableism aren't just bugs in mostly functional machinery—what if they're coded into the system itself? In the vein of heavy hitters such as Safiya Umoja Noble, Cathy O'Neil, and Ruha Benjamin, Meredith Broussard demonstrates in *More Than a Glitch* how neutrality in tech is a myth and why algorithms need to be held accountable.

Broussard, a data scientist and one of the few Black female researchers in artificial intelligence, masterfully synthesizes concepts from computer science and sociology. She explores a range of examples: from facial recognition technology trained only to recognize lighter skin tones, to mortgage-approval algorithms that encourage discriminatory lending, to the dangerous feedback loops that arise when medical diagnostic algorithms are trained on insufficiently diverse data. Even when such technologies are designed with good intentions, Broussard shows, fallible humans develop programs that can result in devastating consequences.

She argues that the solution isn't to make omnipresent tech more inclusive, but to root out the algorithms that target certain demographics as "other" to begin with. With sweeping implications for fields ranging from jurisprudence to medicine, the ground-breaking insights of *More Than a Glitch* are essential reading for anyone invested in building a more equitable future.



A Publishers Weekly Top 10 Science Book of 2023

"With unmatched clarity and galvanizing insight, Meredith Broussard demystifies the mathematical underpinnings of AI and slays the magical myths of Big Tech like no other! Everyone who cares about the future of tech and society should read this book yesterday."

—Ruha Benjamin,
author of *Race after Technology and Viral Justice*

"With the clarity that few technology scholars can muster, *More than a Glitch* powerfully demonstrates why we must understand culture - not just computation - if we are to imagine and design a future that reaches beyond fairness to build equity and justice into our technological systems."

—Charlton McIlwain, Professor, NYU; author of *Black Software: The Internet & Racial Justice, From the Afropnet to Black Lives Matter*

Meredith Broussard is an associate professor at New York University. Her books include *More Than a Glitch: Confronting Race, Gender, and Ability Bias in Tech*, and *Artificial Unintelligence: How Computers Misunderstand the World*. She appears in the Emmy-nominated documentary "Coded Bias" on Netflix.

Meredith Broussard is an associate professor at the Arthur L. Carter Journalism Institute of New York University and the research director at the NYU Alliance for Public Interest Technology. Her research focuses on artificial intelligence in investigative reporting, with particular interests in AI ethics and using data analysis for social good.



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