

المخلص باللغة الإنجليزية

The world has seen over the last two decades, shifts and changes in the information revolution, The emergence of tremendous developments in information and communications technologies and information systems as well as the concepts of knowledge capital which is currently one of the most important sources of competitive advantage , Organizations realized that the only factor that keeps it in context and to gain a competitive advantage is their members , So University libraries are seeking as one of the contemporary organizations in highly competitive environment to gain competitive advantage and distinguish it from other libraries by The exploitation of Intellectual and mental energy for their personnel .

This study focuses on the role of knowledge capital and its components in the Cairo University libraries (sample) that would create competitive advantage for other university libraries in order to achieve this goal, the following objectives must be achieved:-

- 1- Explain the concepts of knowledge capital, such as the concepts of knowledge and knowledge management , and Search through those concepts to build a theoretical framework for what the significance of the term knowledge capital .
- 2- Identify the components of knowledge capital which consisting of (human capital - Structural capital - Customer capital) .
- 3- Identify the concept of competitive advantage and its dimensions and sources
- 4-Visibility a role of knowledge capital and its components in achieving competitive advantage of Cairo University libraries .

The study relied on the curriculum field research to study the relationship between knowledge capital and its role in achieving competitive advantage at Cairo University Libraries and were selected old and new Central Library and the libraries of colleges society for the study with the sample included libraries managers and their employees and beneficiaries of these Almktaatkma study relied on data collection instruments which questionnaires which were distributed to the population of the study was to identify recovery of 453 valid for analysis.

The study showed several results of the most important, the knowledge capital is one of excellence and success of the organization, which relies on intangible assets which includes knowledge, abilities and skills of workers and their experiences in the

framework of knowledge assets to take advantage of them to achieve competitive advantage and achieve survive factors and this explains the main objective of the study, which The relationship between knowledge capital and achieve Alentavsih feature, as the study showed that there are significant differences between the head of the three components of knowledge capital (human capital - structural capital - Customer Capital) and achieve competitive advantage at Cairo University libraries.

The most important recommendation of the study is, dealing with the knowledge capital as a strategic resource among various resources owned by the university libraries, and keep it and develop it on an ongoing basis and to emphasize the importance and its role in achieving competitive advantage, and focus on it as a base of knowledge to provide services in a unique and rare achieved excellence on competitors.